



Satnam Kaur d/o Harbhajan Singh

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Personal Particulars & Preferences

Date of Birth: 21 Feb 1971

Nationality: Malaysia

Gender : Female

Availability: Requires 2 months' termination notice to current employer

Resume Highlights

Current Position : Director, Partnerships and Network Development

Current Specialization : Partnerships & Network Development, Project Management, Conference Coordination and General Management (Administration/Human Resources)

Highest Education : Commonwealth Executive Master of Public Administration (CeMPA)- completed in July 2012 with CGPA 3.72/4.0

Current Salary : Will be provided upon request

SUMMARY OF WORK EXPERIENCES AND ACHIEVEMENTS

Partnership & Network Development

- Coordination of the network via partners' engagement in the shared agenda and collaborate on projects
- Developed links with new potential partners
- Worked closely with grass root community/state government/federal government/international organisations
- Successfully facilitated engagement with a high level UN agency resulting collaboration in a key flagship campaign.
- Enhanced organisation's visibility at a huge international platform

Project Management

- Coordination of project delivery—strategic planning, annual work plans and budget and programme monitoring, evaluation and reporting
- Support and guidance on programme delivery in accordance to the LFA (Logical Framework Analysis)
- Works effectively in ensuring team deliverables and works well independently too
- Achieved targets set for the year and had exceeded expectation
- Coordinated strategic planning meetings between board members and staff

Event Management

- Events and special projects – Conference coordination locally and internationally
- Coordinated events from Penang in Tanzania, Costa Rica, Stockholm and Copenhagen.
- Coordinated events in a short time-frame and achieved the targets set.
- Conceptualised the idea of World Cafe to maximise full participation of core partners at conference and successfully coordinated it.
- Coordinated organisation's participation in conference via unique booth concepts.

Administration/Human Resources

- Managed human resource matters in accordance to the internal policy, procedures and guidelines.
- Overseeing Staff capacity building
- Managing overall the organisation's operations
- Had been instrumental in setting up SOPs for international NGO and local government agency
- Drew up team building programme and coordinated the implementation
- Facilitated and given input to staff benefits and welfare programme

Finance

- Managed the finance operations of the organisation and ensured timely financial/income tax reporting datelines are met
- Preparation of annual budgets
- Preparation of monthly financial statements
- Experienced in audit /corporate income tax
- Ensured strict adherence to budget allocation and oversaw re-allocation of budget when the need arose
- Risk mitigation with respect to budgets and programme delivery

Employment History

March 2015 – present

World Alliance for Breastfeeding Action (WABA)

Position Title : Director, Partnerships & Network Development

Specialisation : Partnerships & Network Development/Project Management/Event Management/General Management

Industry : International NGO

Work Description :

1. Coordination of the network via partners engagement in the shared agenda and collaborate on projects
2. Developing links with new potential partners
3. Coordination of project delivery under *WABA-IBFAN Consortium* – strategic planning, annual work plans and budget and programme monitoring, evaluation and reporting
4. Events and special projects – Conference coordination locally and internationally
5. Providing support and guidance on programme delivery
6. As part of the management team, assisted the Co-Executive Directors in general management and specific activities.

June 2013 – December 2014

Penang Women's Development Corporation (PWDC)

Position Title : Senior Executive Officer – Administration & Finance

Specialisation : Administration & Finance

Industry : State Government agency

Work Description :

1. Support the office in the absence of the Chief Executive Officer.
2. Preparation of annual budget and ensuring that programmes are carried within the budget approved by Board of Directors (BOD).
3. Project Management - reviewing program reports to ensure finances are in order and the intended programme outputs achieved
4. Planning of quarterly BOD meetings.
5. Planning of annual Strategic Planning meeting.
6. Managing human resource matters in accordance with the internal policy, procedures and guidelines.

7. Overseeing the organisational administrative matters, including planning and implementation of activities. This includes reviewing the financial report and supporting the CEO in overseeing the audit process and income tax submission.
8. Develop and streamline the Standard Operational Procedures (SoPs).
9. Guide and supervise relevant staff under the portfolio.
10. Coordinated the International Conference “Asian Regional Conference on GRB Narratives” in Penang which saw participants from 20 countries and 286 registered participants.
11. Assist in developing relevant information and communication strategies according to the organisation’s requirements and oversee the implementation. This includes supporting the CEO in overseeing publication process of PWDC brochures and documentations.

September 2012–May 2013

Division of Industry & Community Network, Universiti Sains Malaysia (USM)

Position Title : Research Officer

Specialisation : Project Management

Industry : Education

Work Description :

1. Managing a project on the development of an interactive website that will foster a caring community in Penang by encouraging volunteerism. It will act as a one-stop portal for the community and the NGOs in Penang by accessing information on volunteering opportunities and the pool of available volunteers from the university.
2. Contributed to the book on “Volunteerism in Malaysia-Fostering Civic Responsibility”, USM
3. Coordinated the collation of Output 4 documentation on Outcome of the Community projects for the Higher Education audit on USM’s achievement in community engagement aspect of the APEX status – USM excelled in the audit.

Jan 2008 – May 2013

Dato’ (Dr.) Anwar Fazal/Right Livelihood College

Position Title (Level): Personal Assistant (Senior Executive)/Research Officer

Specialization : Secretarial/Executive, Personal Assistant & Administration/
Project Management

Industry : Non-Profit Organisation / Social Services / NGO

Work Description :

1. Coordinates the schedule of the Director and all matters relating to his work.
2. Organise events and meetings on his behalf
3. Manage his personal office

4. Organised meetings and workshops for local and international participants
5. Part of organising team for international event in Bonn, Germany (2010) – Right Livelihood Award
6. Coordinated the book project, Consumer Power-Anywhere, Anytime, Anyone by Anwar Fazal, 2011
7. Coordinated the programme for Right Livelihood College @ USM from September 2012-May 2013

June 2000 – July 2006

WABA-World Alliance for Breastfeeding Action

Position Title (Level) : Administration/Finance Coordinator (Senior Executive)

Specialization : Finance - General/Cost Accounting, Administration & Project Management

Role : Management

Industry : International NGO

Work Description :

1. Assist the Director in managing the office
2. Manage the whole spectrum of administration and finance.
3. Project coordination of the various on-going projects of the organisation
4. Part of a team in projects relating to Women & Work issues and Mother Support issues. Represented the organisation at Women & Health International Conference in New Delhi, India (2005)
5. Part of the organising team for International conference in Tanzania, Africa (2002) and Asian conference in Kuala Lumpur (2002)
6. Coordinated the Global Partner's conference in Costa Rica (2004)
7. Coordinated the annual meetings of Steering Committee in Penang

June 1991- May 1999

Public Accounting Firms

Y & L Consulting Services Sdn. Bhd.

Tax Consultancy and Accounting Services provider

Executive Officer (August 1999 to May 2000)

- Managed the whole tax and accounting department

Yeang & Co., Public Accountants

Tax Senior (April 1996 to May 1999)

- Specialised in corporate income tax

Kassim Chan Tax Services Sdn. Bhd.

Tax semi-senior (April 1994 to January 1996)
- Specialised in corporate and individual income tax

Kassim Chan & Co.

Audit Assistant (June 1991 to April 1994)

Educational Background

Graduation Date: July 2012

Commonwealth Executive Master of Public Administration (CeMPA)

Major : Public Administration – Focusing on Public Systems and Management
which includes fields such as policy process and policy analysis, economics, management,
political science, finance/accounting, research methods, statistics, ethics and human resource
management and project management

Institute/University : Wawasan Open University (WOU), Malaysia

Grade : CGPA 3.72/4.0

Graduation Date : 1998 (Partial completion)

Professional Certificate of Finance/Accountancy/Banking

Major : Accounting/Administration

Institute/University : ACCA, Malaysia

Grade : Completed Stage 1 and 2 (Certificate)

Graduation date : May 1996

Certificate in Personnel Management

Major : Personnel Management

Institute/University : Systematic Business School, Penang

Grade : Certificate

Skills

(Proficiency: Advanced - Highly experienced; Intermediate - Familiar with all the basic functionalities; Beginner - Just started using or learning the skill)

Skill	Years	Proficiency

Office administration	> 5	Advanced
Project management	> 5	Advanced
Human Resources	> 5	Advanced
Financial Management	> 5	Advanced
Event coordination	> 5	Advanced
Full set accounts using UBS software	> 5	Advanced

Languages

(Proficiency: 0=Poor - 10=Excellent)

Language	Spoken	Written
Bahasa Malaysia	8	8
English	9	9
Punjabi	8	0
Hindi	7	0

Computer Skills

Able to manage Microsoft applications well-Words, Excel and Power Point and UBS accounting software. Able to navigate the main social media tools.

Courses attended

1. Intermediate Tony Buzan Mind Mapping course, Wawasan Open University, 2010
2. 3 days Fundraising Workshop by Resource Alliance, Malaysia, 2010
3. Visualisation in Participatory Programmes (VIPPP)-How to facilitate and visualise participatory group processes, Universiti Sains Malaysia, 2011
4. Communication course- First Class Thinking, SOAR Consultings, Penang, April 2013
5. Building Team Synergy, ITD World, Penang, January 2016

REFEREES

1. Dato' (Dr.) Anwar Fazal
Chairperson Emeritus,
World Alliance for Breastfeeding Action (WABA)
Tel : 012-3121044
Email: anwar.fazal@yahoo.com
2. Ms. Aloyah Bakar
The Past, Chief Executive Officer
Penang Women's Development Corporation (PWDC)
Komtar, Penang
Tel: 012-4934100
Email: aloyahbakar@gmail.com
3. Ms. Vagiswary Thiagarajan
Manager
BK Ng & Associates
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