

**CURRICULUM VITAE
OF
JOY ELIA ANAK SAGA**

BA (Hons) Industrial Relations and Human Resources Management with Computing,
University of Kent at Canterbury England (1997)
Certified Professional Facilitator
Certified Open Water Diver (PADI)
Certified First Aider

EXECUTIVE SUMMARY

I bring with me more than 20 years corporate and consultancy experiences in Human Resource/ Capital Management and Learning and Development both in Malaysia and Singapore. A graduate of the same field from University of Kent at Canterbury, UK, I began in a Group HR position as an Executive. I have worked my way up to a Managerial position level in a Multinational Company.

I took a break from the corporate scene in 2007 to fill the Learning and Development functions gap in my experience when I joined a training consultancy company. My vast exposure on having hands-on in HR operations however, has made me understand the organisations' needs in terms of Organisational and Talent development, Training, Systems and Processes. Throughout my stint as a Trainer, I have conducted team enhancement and leadership training for organisations in Malaysia, Singapore, Thailand and Qatar.

Some of my achievements in the Corporate arena are setting up a HR department, stabilising the organisation during times of change and expanding the organisation during times of growth, revision of compensation and benefits scheme, implementing a strategic system for contract staff conversion, implementing policies, systems and processes to improve the departments key result areas as well as reducing manpower turnover through positive employee relations.

ABOUT ME

Age : 44 years old
Marital Status : Married

Highest Qualification : BA (Hons) Industrial Relations and Human Resources
Management with Computing
University of Kent at Canterbury, England (1997)

Language Ability : English, Malay, Iban, Sarawak Malay (Written / Verbal)



PROFESSIONAL EXPERIENCES

Director – Operations and Consultant, Evan’s Backyard / Mindsmiths Sdn Bhd (Present)

Working hand-in-hand with the founder of the Company on a freelance basis. We work project to project enhancing organisations’ training needs through experiential leaning programmes and consultancy.

Sample of our portfolio is available upon request.

Group HR Manager, Liberty Insurance Berhad (formally known as UniAsia General Insurance Berhad) (www.libertyinsurance.com.my) (October 2013 – April 2015)

Assisted by eight staff, we manage and operate the full spectrum of Human Resources and Training functions (Recruitment, Compensation and Benefits, Employee Relations, Industrial Relations, Performance Management and Learning and Development).

Achievements:

- Successfully prepared the Company’s HR and Training functions for GST;
- Due diligence Committee Member to ensure the success of the acquisition of UniAsia by Liberty Mutual USA.

Group HR Manager, TREND MATRIX ENTERPRISES Group of Companies (www.trendmatrixenterprises.com) (October 2012 – September 2013)

Assisted by two HR Executives, we manage and operate the full spectrum of Human Resources for the group of companies (Recruitment, Compensation and Benefits, Employee Relations, Industrial Relations, Performance Management and Learning and Development).

Achievements:

- Successfully recruited and prepared the Human Capital for a new pub, Poppy Garden;
- Coached Operations Managers in the areas of people management;
- Established a formalised HR policies and procedures for the entire group.

Group HR Manager, WINDSIR Group of Companies (www.windsir.com.my) (February 2011 – September 2012)

Assisted by four assistants (HR, Admin, Secretarial and IT), I manage and operate the full spectrum of Human Resources for the group of companies (Recruitment, Compensation and Benefits, Employee Relations, Industrial Relations, Performance Management and Learning and Development) including the overall administrative functions for Purchasing, Property Maintenance, Security, Secretarial and Information Technology.

Achievements:

- Orchestrated improvement of systems and processes, reducing turn-around-time for payroll processes and to minimise payroll errors;
- Streamlined processes and create more efficient workflow between HR and other departments;
- Strategic recruitment through the hiring of local orang asals in addition to foreign workers to fill in manpower gap;
- Implemented townhouse meeting to improve inter departmental communication;
- Implemented standardised induction programme for staff and “I am a Promotioanist” - level 1 Promoter trainings;
- Standardised forms, templates and procedures for efficient work processes group-wide;
- Implemented finger-scan time attendance system to eradicate fraudulent clocking;
- Formulated HR policies for effective management of company’s operations;
- Organised HR activities to improve team bonding.
- Lead the OSHA team representing HR in the Safety Committee

Consultant, D’JUNGLE PEOPLE Group of Companies (www.djunglepeople.com)
(January 2007 – January 2011)

Being a one-woman show, I held a dual role where I managed the HR functions for the group of companies as well as being a Trainer / Facilitator on training programmes. Being on the back-office role, I handled the entire spectrum of HR including training as well as office administration. As a Trainer / Facilitator, I handled my own client accounts from pre- to post- training management, as well as training delivery.

Achievements:

- Achieved RM1 million sales target (2010);
- Successfully trained over 2,000 participants in team enhancements and leadership;
- Single-handedly organized a mini ‘Amazing Race’ event in KL for an international client as well as a 1-Malaysia children event for Kuntum magazine.
- Arranged Youth and Kids camps over every school holiday
- Part of Volunteer team to help out communities post disaster event

HR Manager, AEON CREDIT SERVICE BERHAD (www.aeonmalaysia.com.my)
(February 2002 – December 2006)

Reporting to the Assistant General Manager for HR and Finance and assisted by 8 Officers, I am responsible for the full spectrum of the Human Resources department and my primary responsibilities include, but are not limited to :

- 1) Manpower planning and budgeting
- 2) Staff performance management
- 3) HR monthly management reporting
- 4) HR projects planning, improvement and implementation
- 5) Staff training and development
- 6) Staff discipline and records management

- 7) Organise company's events (trip, dinner, retreats)
- 8) Oversee the ISO projects for HR (ISO 9001 and BS7799)

Achievements:

- Successfully organised 5 company dinners as well as 3 company trips;
- Created and successfully implemented various staff recognition awards as a strategic means to improve overall KPIs of the company;
- Worked hand-in-hand with the Management to bring up the company from a 300 staff to 1,300 staff-strong in 5 years, through implementation of strategic HR planning and implementation of policies and processes;
- Won 2nd runner up Best Department Award in 2003;

HR Officer, QS FIRST (MALAYSIA) SDN BHD

(July 1999 – December 2001)

Outsourced to Globe Silk Store Sdn Bhd (400 staff), Kuala Lumpur from July 1999 - July 2000 to run their Human Resources Department. Besides handling the daily operations, I provided consultancy work that includes achieving our Service Level Agreement. I was responsible for Monthly HR reports, Payroll, Compensation & Benefits, Performance Appraisal, Staff Discipline & Grievance, Y2K Payroll Project, Recruitment and coordination Staff Training and Orientation.

From August 2000, I was seconded to our HQ in Singapore to assist in Consultancy work for Thomson Medical Centre Pte Ltd (400 staff) in their Human Resources Department. My work included Compensation & Benefits review, Service Quality Implementation & Training, Manpower Budgetting & Reporting, Staff Satisfaction Survey, E-leave project and HR related data analysis.

HR Executive, B.I.G. INDUSTRIES BHD

(August 1997 – October 1998)

Head of the HR Department for the Parent and Subsidiary Company; Formulation of Company HR policies; Handling employee grievances; Assist Board of Directors in internal auditing of HR management in the various branches; Advice in Recruitment, Selection, Retrenchment and Dismissal; Creation and maintenance of Company Employee Database System; General HR administrative duties.

I took care of all the 250 employees HR administrative and non-administrative matters

OTHER CERTIFICATIONS

First Aid and CPR
Open Water Licence (PADI)
Grade 7 – Piano (ABRSM)

COMMUNITY SERVICE

Member of Noah's Ark Ipoh (Animal Rescue)
Member of Ipoh Society for Prevention of Cruelty to Animals
Independent Animal Rescuer and PetSitter
Co-Founder for S.A.F.E. Haven (JB) Animal Sanctuary
Volunteer Tutor for SMK Taman Miharja (part of the church community service)

VOLUNTEER / MISSION SERVICES

December 2015 : English appreciation course for 20 youths in Hatyai, Thailand
January – April 2016 : Volunteer tutor, teaching 9 orphans at Rumah Kids, USJ
November 2016 – Empowering single mothers and widows in Hatyai, Thailand

SOCIAL MEDIA

Facebook : www.facebook.com/JoySaga (joyelia@hotmail.com)
Blog : <http://furreverfeline.blogspot.com/>

REFERENCES

Provided upon request.