



ZARINA BINTI ABU BAKAR

Curriculum Vitae 2018

Having assumed various roles in Human Resources, Administration, Operational Risk Management, Finance and Special Projects functions for over 23 years, I have developed rich and diverse expertise and experience and provided leadership in planning and executing policies and strategies in those areas. I have also prepared frameworks to initiate and implement various change programs aimed at upholding high standards of talent acquisition, development, work and performance while contributing to the organization's overarching strategic objectives and initiatives.

I am seeking a position of trust and responsibility within a growing organization where I could use my experience and expertise to contribute significantly and make a difference.

Personal Information

Name	Zarina Abu Bakar
Place of birth	Kuala Lumpur, Malaysia
Marital Status	Married with four children
E-Mail Address	zarinacrown@gmail.com / zarina@isra.my

Education Background

1975-1981	Ujian Penilaian Darjah Enam SRK Dato' Abu Bakar II, Kuala Lumpur
1982 - 1986	SRP/SPM SM Convent Jalan Peel, Kuala Lumpur
1987 - 1988	STPM SAL Group of Colleges

Professional Qualifications

	Assoc. of Accounting Technicians (AAT) Assoc. of International Accountants (AIA)
Sept 2014	SHRM Certified Professional <i>(Society for Human Resource Management) - World largest HR Professional Association based in U.S</i>

Work Experience

Jun 2013 - Present	Human Resources & Office Administration Manager at International Shariah Research Academy (Under Bank Negara Malaysia)
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Specific Duties and Tasks:
Strategic role

- ◆ Work closely with the Top management team to develop HR and admin operational plan;
- ◆ Developed Learning and Development Programme for staff;
- ◆ Developed and Implemented Competency Framework for staff;
- ◆ Developed New Performance Appraisal framework for staff that matches with competency framework;
- ◆ Developed Staff Engagement Activities and programmes such as:-
 - ❖ ISRA Cup of Coffee (ICC – Quarterly);
 - ❖ Food for Thought Series;
 - ❖ Ramadhan CSR Activities;
 - ❖ Other form of staff engagement activities
- ◆ Develop and manage talent including:
 - ❖ Develop talent development strategy and expected outcomes in line with the company’s vision, mission and strategic objectives
 - ❖ Conduct talent development need analysis
 - ❖ Develop and implement talent development plan
 - ❖ Monitor and measure results against expected outcomes and development actions for improvement.

Administrative Role

- ◆ Perform the entire HR administrative duties and tasks including but not limited to:
 - Performance review and appraisal;
 - Review current and develop new reward structure for staff at every level
 - Conduct job mapping and competency model for staff at every level
 - Develop HR and admin standard operating procedures
 - Conduct search, interviews and placement of new candidates
 - Manage staff payroll
 - Address day-to-day staff issues and requests

Governance roles

- ◆ A key member in ISRA Management Shura (IMS)
- ◆ A key member in ISRA Selection and Promotion Committee (ISPC);
- ◆ A key member in Suggestion Scheme Committee
- ◆ Committee member of OSHA

Major Accomplishments

- ◆ Worked with ISRA management team in developing its corporate strategic plan 2015-2020;
- ◆ Introduced culture change programs such as “Cup of Coffee”, Executive ownership through “Taking Ownership Passionately” program;
- ◆ Completed the implementation of ISRA ERP project;

- ◆ Developed ESS and worked closely with the management team in integrating it and implementing it as part the ERP system;
- ◆ Developed HR and administration policy manual
- ◆ Facilitated and coordinated several company-wide training and development programs

Jan 2007 – Dec 2012

SENIOR MANAGER

(HEAD, ADMINISTRATION AND SECURITY DEPT)

at Prokhas Sdn Bhd. (*Wholly owned subsidiary of Minister of Finance Incorporated*)

Specific Duties and Tasks

- ◆ Formulation and planning of policies for the Administration and Security Dept and directly contributes to the business objectives of the company which includes establishing work procedures and standards to improve efficiency of the Dept;
- ◆ Responsible to meet Dept's KPI;
- ◆ Develops solutions to enhance efficiencies;
- ◆ Involves in the implementation of Financial Management System by SAP for Prokhas. Involved in design and development of blueprint of template for the system;
- ◆ Involves in "Amal Jariah" (*charity*) project directed by the *Ministry of Finance* to identify the hard core poor people and provide assistance in repairing their house within the allocated budget. I was one of the authorised personnel to recommend application submitted for approval;
- ◆ Team member involved in the consulting work provided to a local bank on procurement matters;
- ◆ Committee member of the Occupational, Health and Safety and develops policy for the company;
- ◆ Conduct performance review of the staff;
- ◆ Developed Risk Management Framework and its Register in managing operational risk;
- ◆ Developed authority manual for the Dept;
- ◆ Prepare annual departmental budget;
- ◆ Develops procurement procedure for the company;
- ◆ Consultant and advisor to several newly setup companies under MOF on Administration, Security, Procurement, Safety & Health related matters;
- ◆ Develops Standard Operating Procedures. Employees Job Description and KPI as well as other internal policies as required;
- ◆ Part of Management Team for developing new business strategy for the company;
- ◆ A key member of Project Advisory Team involved in Special Projects assigned. Projects involved including assisting in setting up of the new company, implementing procurement and Standard Operating Procedures (SOPs) as well as Administrative tasks involving office renovation works,

negotiating and securing office building for the newly set up companies . The companies involved are as listed below:-

- *Jambatan Kedua Sdn Bhd (JKSB)*
- *Suruhanjaya Perkhidmatan Awam Darat (SPAD)*
- *Equiti Nasional (Ekuinas)*
- *Mass Rapid Transit (MRT Corp)*
- *PBLT*
- *Malaysia Nuclear Power Corp (MNPC)*
- *Sinergi Sdn Bhd*
- *MyCreative Sdn Bhd*
- *Several other small MOF set up companies with advisory work involved.*

Jan 2003 - Dec 2006

**Manager (Section Head), Human Resources and Administration at
ABRAR DISCOUNTS BERHAD**

Specific Duties and Tasks at ADB

HUMAN RESOURCES

- ◆ Formulate and establish policies, procedures on
 - Employee relations;
 - Authority manuals;
 - HR Manuals;
 - Standard Operating Procedures on HR & Administration;
 - Manpower, recruitment, compensation & benefits as well as other HRA related matters.
- ◆ Administer the operations of the Human Resources & Administration Section;
- ◆ Develop internal work procedures to assure consistent quality human resources and administration services;
- ◆ Propose section budget; monitor and control section expenditures in accordance with company's budget;
- ◆ Ensures department deadlines are met;
- ◆ Enforce the company's disciplinary policy and guidelines;
- ◆ Manage training and development in ADB through training need analysis and identification of training through evaluations and propose the best training programmes suitable for staff;
- ◆ Attend to any labour or Industrial Relation cases when necessary on behalf of the Management and liaise with Labour Office and other relevant organizations pertaining to HR issues which includes conducting a Domestic Inquiry;
- ◆ Maintain and update company's staff profile and career history for manpower planning purposes;

- ◆ Monitor monthly staff productivity reports and analyse monthly manpower strength;
- ◆ Monitor and conduct manpower succession planning and career development initiatives for the company;
- ◆ Co-ordinate the process of the Performance Management System within ADB by ensuring the systematic and fair review

of staff performance. Review and compile all staff performance evaluation for discussion with the Management;

- ◆ Conduct staff orientation for new recruitment;
- ◆ Conduct staff exit interviews;
- ◆ Conduct counselling sessions for staff;
- ◆ Establish and maintain effective workflow and activities for the HR & Administration Section and create a work environment conducive to creativity as well as teamwork and direct changes as needed;
- ◆ Propose new compensation scheme in accordance with labour laws or new scheme implemented by the public sector or other companies within the same industry;
- ◆ Conduct annual benchmark on compensation and benefit with the industry;
- ◆ Maintaining a comprehensive benefits package, making improvements where appropriate, and keeping management and staff informed of any changes;
- ◆ Advisor to the Management on matters related to HRA;
- ◆ Conduct employee recruitment, including advertising of positions, screening of resumes, conducting interviews, and qualifying the right candidate for the relevant post;
- ◆ Lead and motivate a team of Human Resources and Administration personnel.

ADMINISTRATION

- ◆ Oversees the daily management and operations of the office, administrative function;
- ◆ Propose annual corporate gifts and greeting cards for Management's selection;
- ◆ Propose and plan for office major functions and events, e.g. company trips, dinner, religious activities and etc.;
- ◆ Review and propose Insurance coverage. Works with the Insurance broker in determining and implementing adequate insurance coverage and maintain Insurance policy;
- ◆ Involve in temporary projects e.g. office renovation;
- ◆ Ensure adequate stock of items, proper purchasing and requisition method is implemented;
- ◆ Review the Administration manual on a yearly basis;
- ◆ Implement Occupational, Health and Safety policy.

The following are the roles I assumed while at Abrar Discounts Berhad:-

Jan 2000-2002

Assistant Manager II (Appointed as Section Head)

Jan 1997 -1999

Assistant Manager I (Head of Department)

Jan 1995 - 1996

Senior Executive, Human Resources and Administration (Appointed as Head of Department)

Apr 1994–Dec 1994

Junior Accounts and Administration Officer

Executive I, Human Resources and Administration

Major works accomplished

- ◆ Key team member involved in the development of balanced scorecard for the company;
- ◆ Involved in the development and implementation of the key Performance Indicators and related initiatives for Abrar Discounts Berhad's Corporate Strategies;
- ◆ Developed Abrar Discounts Berhad's Employee's Handbook;
- ◆ Involved in the development of Abrar Discounts Berhad corporate culture;
- ◆ Developed the Standard Operating Procedures for Human Resources and Administration;
- ◆ Developed the Authority Manual which addresses authority limit;
- ◆ Developed Talent Management policy comprising of Manpower planning, Succession Planning and Career Development;
- ◆ Involved in the development of office Safe Operating Procedures;
- ◆ Invited as a speaker for Industrial Relations Conference in August 2006. Spoke on the subject matter of Enhancing Business Competitiveness Through Strategic Industrial Relations Practice;
- ◆ Project Manager for office renovation and relocation works;
- ◆ Organised and co-ordinated company's several overseas annual staff & family trips;
- ◆ Initiated and started the sports club for Abrar Discounts Berhad called "KESUJA". Developed the "Club By Laws"

**June 1991 – April
1994**

**Accounts cum Administration Assistant
At TIME ENGINEERING BERHAD**

Specific Duties and Tasks at ADB

- ◆ Handling Full Sets of Accounts. Preparing Trial Balance, Profit & Loss & Balance Sheets (Final accounts for consolidation at HQ level every month);
- ◆ Preparing monthly Management report;
- ◆ Preparing project cash flow, quarterly report and assisting Accountant in budget preparation;
- ◆ Preparing schedules on Fixed Assets, Business Developments and Audit Schedules;
- ◆ Preparing monthly Bank Reconciliation; payment vouchers, Bank in Receipts, other accounting, and administrative functions given by accountant.

Major works accomplished

- ◆ Assisted in the setting up of the Power Division;
- ◆ Involved in the setting up of an independent Accounts Unit for the Division;
- ◆ Involved in the preparation of paper works for the approval of the Bombalai and Sepangar Bay Power plant Projects in East

Malaysia until it was awarded.

Professional Training and Certification Completed

2018

- *ISRA Teambuilding*

2017

- *Impactful Presentation Skill*
- *Understanding Personality Typing*
- *Several Internal Programmes*
- *ISRA Teambuilding*

2014

October

- *SHRM Certification Programme.*

May

- *Invited by HRDF to be part of the focus group discussion on finalisation of the National HR Standard.*

Jan – Mar

- *Initiated and participated Self-Development in house programmes for all staff.*

2013

- *Certified Trainer – Train the Trainer Certification Course*

2007 -2012

- *Profile Based Interviewing Skill*
- *SAP Training on Procurement System*
- *Leadership Trainings*
- *Certified Coaching and Mentoring Course (completed)*

2006

3rd -4th Aug

- *Presented a paper on IR in a HR conference*

22nd –25th Aug

- *Attended 35th IFTDO Conference*

21st March

- *Attended the Important features of MyKad- security measures*

2005

18 – 20 Feb

- *Balance Scorecard Workshop- Corporate Scorecard*

9 – 10 Aug

- *Business Writing Skills: Style & Impact*

12 –13 Aug

- *Balanced Scorecard Workshop - Departmental Scorecard*

29 – 30 Aug

- *Talent Management & Succession Planning workshop.*

2004

16 – 17 January

- *The National Human Resources Summit 2004*

19 – 20 May

- *Key Performance Indicators (KPIs)*

22 – 23 June

- *Effective Presentation and Language Skills*

23 – 25 July

- *The 7 Habits of Highly Effective People*

9 – 10 August

- *IT Training on Microsoft Word*

6 – 7 September

- *IT Training on Microsoft Excel*

2003

24-25 February

- *Leadership Development*

18-20 April

- *Dale Carnegie Leadership Training*

8-9 July

- *Anti-Money Laundering Conference*

12 Aug

- *Effective Approach to Manage EPF Contributions*

24 Aug

- *Ceramah Peruntukan Cuti Di Bawah Akta Kerja 1955*

29 – 30 Sept

- *Jabatan Tenaga Kerja Negeri, Wilayah Persekutuan*

2001

- 20-21 August
August
- *National Human Resource Summit*
 - *Semiar Kesedaran Bagi Mencegah, Menangani dan Membasmi Gangguan Seksual Di Tempat Kerja*

1997

- 20 – 21 Aug
20 Sep
29 – 30 Sep
- *Luncheon Discussion: Team Building for Success*
 - *Fundamentals of Human Resource Management*
 - *26th IFTDO World Conference and Exhibition on Training and Development*

1996

- 3-4 June
10 June
14-19 July
- *Counselling For Performance*
 - *How To Supervise People*
 - *The Young Managers Programme (Building The Right Managerial Path) -Institut Bank-Bank Malaysia*

1995

- 24-27 July
- *Law of Employment*

Language Skills

Language	Proficiency (1-10)
Bahasa Malaysia	10
English	10

References

- Shall be provided upon request -