

Jackson Lim

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SUMMARY

- 11 years of total work experience mainly in operations and HR administrative roles with multinational IT companies, the largest e-commerce platforms in Southeast Asia, and startups.
- Graduated with Degree in Business IT and currently pursuing part-time MBA.
- Seeking a stimulating and more challenging long-term career in Human Resources that I can succeed in, and to build the success of the company while I experience learning and advancement opportunities.

PROFESSIONAL EXPERIENCES

Big Bold Shift Sdn Bhd

HR Assistant Manager, Feb 2018 - Present

- Independently managed recruitment activities for technical roles. Successfully hired and onboarded over 180 IT and Technical Systems Personnel with minimal cost, using job boards and passive recruitment methods (LinkedIn and other channels).
- Established pay-for-performance mechanism to promote productivity and boost retention.
- Instrumental in reducing attrition from 15% to 10% via various interventions and programmes including Employee Engagement programmes.

Rockety Science Corporation Sdn Bhd

HR Senior Executive/Project Management, Aug 2015 – Jan 2018

HR Senior Executive

- Selected as HR in March 2020. I was able to independently carry out end-to-end HR activities such as recruitment, payroll processing, handling disciplinary issues, liaising with the authorities and other HR related tasks.
- Successfully reduced manual paperwork such as claims by upgrading the payroll system to an all-in-one module and reduced the cost per user from RM60 to RM 6.
- Implemented new company policies and re-designed the employee handbook such as annual leaves entitlement, medical claims, Bring Your Own Device (BYOD) requirements, etc.
- Created and launched the company's performance appraisal system for year-end employee performance evaluation from scratch.

Project Management Senior Executive

- Managed IT projects such as mobile applications and websites, not limited to client management, UAT testing, requirements gathering, document translations, creation of test cases, etc.
- Successfully secured partnership with 3rd party integration partners for bill payments and movie ticketing platform, however, the project has been discontinued during the testing phase before full integration.
- Onboarded a part-time technical consultant to temporarily assist the software developer team in revamping the backend structure due to a lack of resources.

PROFESSIONAL EXPERIENCES (CONTINUED)

Buy Now Sdn Bhd

Operation Executive, Apr 2013 – July 2015

- Processed an average of 800 and above online payments daily with minimal error. Highest achievement of 1,600 online payments processed manually per day.
- Managed all payment related customer service tickets via Zendesk (later switched to Salesforce).
- Assisted in UAT testing for payment new features in mobile application. Also, test on payment flow to ensure smooth transaction during campaign periods.
- Successfully improved the turnaround time in preparing the logistic shipping fee reconciliation report from 2 weeks to 3 days using PivotTable.

Netflisy Systems Sdn Bhd

Operational Support, May 2010 – March 2013

- Started with a backend role as Order Processing Specialist (Contract), processing orders and quotations for large business customers and had the exposure in dealing with Singapore sales team.
- In 2012, successfully obtained a permanent role in consumer sales, performed spare parts and warranty sales for end users and managed to build up a strong communication skill.
- In 2013, switched to support the supply chain team in managing spare parts relocation and availability and further strengthened my regional support skill as I also had the opportunity to support countries within the APAC region.

EDUCATION & CERTIFICATION

Federal University Malaysia

Degree in Business IT, May 2010

University Malaysia Pacific

Master's in business administration, Aug 2020 – current

Human Resource Development Corp (HRDC)

Train the Trainer, 2020

NOTICE PERIOD

- 4 weeks

PROFESSIONAL REFERENCES

- Available upon request

Importance of having a well-crafted resume

Applying for a job can be a daunting and stressful experience. We have heard job seekers making numerous applications to land an interview. But what could be the issue? Could it be due to the gaps in the candidate's skills and experience? Could it be an issue with the candidate's resume? This article addresses the issue of a poorly written resume and what makes a good and effective resume. I am sharing my experience having shortlisted thousands of resumes and interviewing thousands of candidates throughout my career as a recruiter. Here are some tips for job seekers and a sample resume for your reference.

Characteristics of a decent resume

- Kept to a maximum of 2 pages long.
- Highlight achievements (not job description/task)
- A proper photo (not something taken in a cafe, etc)
- Only key personal details (other details may lead to judgments or stereotyping by potential hiring manager/recruiter including address/location of home)
- Put a career summary. This is your elevator speech.
- Neat alignment, avoid typo/grammar, proper spacing, use single font sizes.
- Get someone to proofread your resume and identify areas for improvement.
- Leave language out (as a Malaysian and if you have been working, even God knows we can speak Bahasa and English)
- Leave training out (it does not mean anything if there are no achievements)
- Only highlight critical/niche certifications (if any)
- Proper email address pls! Not cutiepiebabe@mail.com
- If you have had decades of experience, cluster/summarize initial careers into a few lines. What is important is the recent experiences and signify it with your achievements.
- We don't need to share on UPSR, PMR, SPM, etc. if you are a Diploma or Degree holder, show only tertiary qualifications if you have them.
- Leave CGPA out if you are an experienced candidate. Putting low CGPA may work against you. Speak more about your achievements.
- Those with gaps in experience, explain in your resume. If you drive for e-hailing in between jobs, it is legitimate work, so don't worry or don't be shy about it. But highlight how you have persevered and what it has taught you. Learn how to sell ice to the Eskimos. Wow them with your attitude of not giving up. Let them know that you are made of substance and falling down was only temporary and you are a man/woman of steel. Watch as many motivational videos as possible before walking into the interview room. Going into the interview room with a positive and tactical attitude is far more important than past experience.
- Build up your LinkedIn profile and connect to potential hiring managers in your target companies.
- Do not blindly apply but rather be focused. Quality always wins over quantity. Avoid the spray and pray approach. Apply tactical strategy.

For Fresh Graduates

- For fresh graduates, highlight achievements during the internship and what you have learned and how you plan to use it in your job.
- Putting your lecturer as a reference is good. But do note that hiring managers may focus more on the comments from your industrial training supervisor at the company you were attached to reflect on your real-life work experience and so on.
- Highlight any skills that you may have acquired in your studies/internship/ etc.
- Maximum 1-page resume.
- Avoid graphical resumes. I wonder who invented or promoted this idea. As a hiring manager myself, I get put away when I see graphical resumes. Substance over form is more crucial.
- Build up your LinkedIn profile and connect to potential hiring managers in your target companies.

Moral of the story

The resume is your passport. Make sure it gets you the visa to the interview table. An organised resume may work to your advantage.