

# ADRIAN CHAN

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**Work Authorisation:** Netherlands Zoekjaar Hoogopgeleiden / Orientation Year Residence Permit. Full work rights within The Netherlands until June 2027.

## PEOPLE OPERATIONS & HR GENERALIST

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### Employee Relations | Process Improvement | HR Projects | People Operations

Amsterdam-based People Ops & Employee Relations professional with an MSc in Work & Organisational Psychology and MIHRM certification. I am experienced across employee relations, HR Operations, HRIS implementation, compliance, employee lifecycle administration, recruitment coordination and process improvement across Malaysia and APAC environments. I have delivered measurable HR improvements including digitalising 2,000+ employee records, supporting HR operations across 15,000+ employees, reducing monthly turnover by approximately 70%, improving onboarding verification from 30+ minutes to 5-10 minutes and standardising HR templates, SOPs, grievance workflows and performance management processes. I am authorised to work in the Netherlands under the orientation year residence permit until June 2027.

## CORE SKILLS

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People Operations | Employee Lifecycle | HR Advisory | Employee Relations | HRIS Implementation | HR Compliance | HR Documentation | HR Reporting | Payroll & Attendance | Talent Acquisition | Stakeholder Management | HR Projects | SOP Development | Performance Management | Grievance Handling | Onboarding & Offboarding

## TECHNICAL SKILLS

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Info-Tech HRIS | Microsoft Excel | Microsoft Word | Microsoft PowerPoint | Microsoft Teams | Zoom | Webex Meetings | Outlook | IceBar | Canva | Google Workspace | Oracle PeopleSoft | ServiceNow | Avature | PERSOL eHUB | OpenAI ChatGPT | Perplexity AI | Google Gemini | OBS Studio | Adobe After Effects | Adobe Premiere Pro | Adobe Lightroom

## WORK EXPERIENCE

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**HR Generalist (Advisory) - Perak Society for the Promotion of Mental Health**  
*Ipoh, Malaysia*

January 2026 - May 2026

- Advised senior leadership on the modernisation of HR practices for a mental healthcare NGO supporting 23 employees, reviewing existing HR processes, compliance practices, employee record management and workforce systems.
- Designed and implemented a centralised personnel records management system by reorganising 20 years of employee documentation and digitalising 2,000+ employee records to improve audit readiness, document retrieval efficiency and compliance with statutory record retention and stamping duties requirements.
- Led end-to-end implementation of Info-Tech HRIS across payroll, attendance, leave management, workforce scheduling, training administration, grievance management and employee records, thereby replacing most manual processes and trained all employees on system adoption.
- Developed organisation's first formal Employee Relations framework by introducing Domestic Inquiry procedures, disciplinary and grievance workflows, Performance Improvement Plans (PIPs), investigation protocols and standardised documentation to ensure procedural fairness while limiting labour litigation risk.
- Developed organisation's first formal Industrial Relations framework by covering labour dispute procedures, statutory compliance requirements and escalation pathways while establishing relationships with external legal specialist to support future labour-related matters.

- Redesigned performance management practices by introducing objective monthly and annual KPI measures, structured probation assessments and competency-based evaluation criteria to ensure consistency, transparency and accountability for employee performance reviews.
- Expanded talent acquisition capabilities by establishing employer branding and recruitment channels across job boards, government workforce programmes and university partnerships.
- Built foundational HR infrastructure including revising existing employee handbook, refining organisational policies, standardised 13+ HR document templates, redesigning job descriptions and added compensation guidelines to support long-term HR operations.

## **HR Generalist - Posh & Core Property Management**

May 2025 - November 2025

*Kuala Lumpur, Malaysia*

- Reorganised 500+ physical employee files and built a searchable Google Drive backup, improving retrieval speed and record accuracy.
- Checked daily attendance for 83 staff; executed backfills to cover unforeseen absences; maintained ≥50% onsite coverage across 19 sites and proactively updated clients on manpower and HQ actions.
- Produced “Staff Cost” packs for 19 clients 3x/month (attendance, site work, claims, leave, headcount cost) to support billing and SLAs.
- Standardised HR templates (letters, email replies, recruitment scripts) and documented SOPs for payroll, domestic inquiry, recruitment, and training.
- Implemented a compliant disciplinary framework aligned to EA 1955 and IR 1967; issued show-cause/warnings, managed suspensions, and led case-by-case actions; conducted one full Domestic Inquiry end-to-end; ensured contract stamping compliance under the Stamp Act 1949.
- Resolved a legacy IR case by filing written submissions and counter-arguments; initiated a Magistrate Court civil claim for salary in lieu of notice.
- Reduced monthly turnover around 70% (From 10+ to ≤3) via counselling, growth discussions, and targeted ER interventions; ran salary reviews/merit increments for long-serving staff; led monthly team-building to boost cohesion.
- Hired 50+ employees in property management roles; screened 20+ applicants/day; onboarded new hires and 5 interns; aligned schedules to departmental needs; handled day-to-day HR inquiries.
- Cut sourcing costs by renegotiating LinkedIn (From USD 10,120/yr to USD 3,351/3 yrs) and optimising Indeed spend by ≥USD 500/mo; owned postings across Indeed, LinkedIn, MyFutureJobs, Vibes 2.0.
- Ran payroll on 4 disbursement dates/month; corrected historical errors, flagged non-compliance, and recovered RM7,000+ in EPF overpayments.
- Streamlined payroll procedures to shorten cycle time and reduce handover risk; updated organisational charts for HQ and site teams.
- Conducted training needs analysis (TNA), planned and delivered monthly meetings/trainings with site PICs across 19 locations; surveyed staff to surface knowledge gaps; tracked participation and compliance.
- Cleaned and corrected Info-Tech HRIS configurations (OT, replacement leave, holidays, work hours, approvers) and authored quick guides for key reports.
- Semi-automated repetitive tasks (attendance recording, payslip generation, memos, training scheduling, grievance submission) using Info-Tech features.
- Established a same-day HR inquiry desk to resolve pay, attendance, and reporting issues; improved employee experience and reduced repeated tickets.
- Centralised annual leave planning (shared calendar + approval flow) to balance utilisation with coverage, preventing gaps while maintaining ≥50% onsite staffing.

## **Business Support Associate (Contract) - PERSOL APAC Business**

January 2025 - April 2025

### **Support Services**

*Kuala Lumpur, Malaysia*

- Delivered end-to-end HRBP support for Australia and New Zealand across 15+ recurring HR processes spanning compliance, employee relations, and people operations.
- Administered 100+ job-order extensions and closures daily to maintain staffing accuracy and business continuity.
- Oversaw visa and licence compliance for 15,000+ employees; kept breaches under 1% with weekly zero-outstanding case checks.

- Monitored fatigue and working-hours compliance; flagged 10+ high-risk cases weekly and coordinated corrective actions to mitigate legal risk.
- Investigated and resolved around 5 ER cases per week, compiling evidence and recommending policy-aligned resolutions.
- Facilitated around 5 termination reviews weekly, ensuring due process and policy adherence.
- Managed training compliance for 1,500+ employees, scheduling sessions and tracking 100% completion.
- Provided frontline HR support via shared-service helpline; independently resolved around 10 queries per day, escalating only complex cases.
- Reduced average service response time by 25% by streamlining SOPs and removing redundant steps.
- Partnered with HRBPs and business leaders to reduce operational risk, improve process efficiency, and enhance employee experience across multiple units.

## **People Operations Analyst (Contract) - CBRE Asia Pacific**

July 2024 - December 2024

*Kuala Lumpur, Malaysia*

- Processed an average of 5 employee data updates per day (transfers, supervisor changes, absences and leave, salary and work-hour changes, licence updates, terminations, extensions) with accurate downstream system updates.
- Drafted about 30 official letters weekly for Pacific and Asia Pacific and maintained letter templates to improve turnaround time and consistency.
- Developed step-by-step training manuals for core processes to accelerate onboarding and knowledge transfer for new hires and interns.
- Coordinated 10-20 internal rewards each month for Pacific employees (RISE Awards and Long Service Anniversaries), ensuring accurate nominations and timely distribution.
- Partnered with Payroll and IT to clear cross-functional issues and improve hand-offs across HR, Finance, and Technology.
- Optimised onboarding compliance checks, reducing average verification time from 30+ minutes to 5–10 minutes and documenting a user guide for adoption.

## **People Operations Trainee - CBRE Asia Pacific**

March 2024 - June 2024

*Kuala Lumpur, Malaysia*

- Supported employees across Australia, New Zealand, Malaysia, and Singapore with day-to-day people operations and HR administration.
- Prepared about 30 official letters weekly for Pacific and Asia Pacific (including novated leases, visa letters, jury exemption, statements of service, letters of authorisation, employment verification).
- Reviewed and executed 5-15 revised terms, temporary contracts, and internship agreements per week for the Pacific region.
- Followed up on approximately 50 probation actions per month, including completions, extensions, and failures.
- Documented and organised employee records daily and standardised record-keeping practices, including consistent procedure use and communication logs.
- Planned office engagement activities for Bangsar South (CBRE Olympics, team-building night, team dinner) to promote collaboration.
- Collaborated with Payroll and IT to resolve finance, leave, and system issues, ensuring timely employee support.

## **Behavioural Research Assistant (Volunteer) - Perak Society for the Promotion of Mental Health**

January 2021 – July 2022

*Kuala Lumpur, Malaysia*

- Conducted therapy sessions and behavioural analyses with 2–5 clinically diagnosed patients per day to support treatment plans and progress tracking.
- Partnered with local NGOs (e.g., Rotary Club) to coordinate outreach that improved patient support and community awareness of mental health care.

- Planned and executed 2 charity drives at Ipoh shopping malls, operating mental-health booths for donations, sales of patient-made handicrafts, and quick 10-minute one-to-one counselling sessions.
- Wrote 1–2 articles per month for society publications to build public understanding of mental health, early-sign recognition, and funding needs.
- Delivered 2 classes per month for medical students from UNIKL and Universiti Kebangsaan Malaysia on topics including symptoms, counselling basics, therapy, burnout, and workforce fatigue.

## Marketing Executive - HABIB Jewels

June 2018 – December 2020

*Kuala Lumpur, Malaysia*

- Produced daily content for HABIB Learning (training and development), including videos and infographics, to support staff learning and brand consistency.
- Built 1–2 in-house training modules per week (videos and learning units); streamlined trainer workflows using developmental psychology concepts and error-proofed class procedures.
- Designed and implemented a livestream system to showcase products, promote campaigns, run collaborative streams, and deliver “learning tidbits” sessions.
- Delivered daily marketing content for HABIB Jewels (livestreams, short videos, stories, posters) focused on sales enablement, product education, and brand recognition.
- Collaborated with the Director’s Office and Retail Operations departments to produce one monthly report and bi-weekly marketing reports covering sales performance, customer engagement, and learning progress.
- Wrote 1–3 PR articles or press releases weekly and covered a total of six corporate events to interview and create content with featured guests (e.g., Miss Universe Malaysia; Zoo Negara collaboration).

## CERTIFICATIONS

**Certified Human Resource Officer** - Malaysian Institute of Human Resource Management (MIHRM)

June 2025 - current

## EDUCATION

**MASTER OF SCIENCE IN WORK & ORGANISATIONAL PSYCHOLOGY**

August 2022 - November 2023

UNIVERSITY MAASTRICHT - Netherlands

**BACHELOR OF PSYCHOLOGY**

April 2012 - April 2017

HELP UNIVERSITY - Malaysia

## LANGUAGES

- **English** - Native
- **Malay** - Fluent
- **Cantonese** - Elementary Working Proficiency
- **Greek** - Elementary Working Proficiency
- **Dutch** - Elementary Working Proficiency

## NOTABLE ACHIEVEMENTS

- Established the company’s first Domestic Inquiry framework and concluded a full case end-to-end (gross insubordination and misuse of funds), creating a repeatable due-process standard for ER actions. (Posh & Core Property Management)
- Saved the company over 30,000 USD by renegotiating LinkedIn contract to better suit company needs, secured more favourable contractual terms for the company and recovered RM 7,000+ from EPF overpayment. (Posh & Core Property Management)
- Optimised onboarding compliance checks, reducing verification time from 30+ minutes to 5–10 minutes and documenting a user guide to embed the new process. (CBRE Asia Pacific)
- Modernised HR operations for a 59-year-old mental healthcare NGO by digitising 2,000+ employee records, implementing the organisation’s first HRIS, and establishing standardised HR systems covering payroll, workforce scheduling, employee records, training, and grievance management. (Perak Society for the Promotion of Mental Health)