

KHAIRUDDIN

Corporate Services & People Operations Lead

(HRGA • Facilities & Estate • Corporate Governance • Engineering Background)

Jakarta, Indonesia

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ABOUT ME

A strategic and commercially driven professional in Corporate Services, Human Resources, HRGA, GA, Facilities Management, and Project Management, holding a Professional Engineer (Ir.) qualification with over 8 years of experience managing operations across large-scale, multi-site organizations.

Most recently led General Affairs and Facilities functions with full accountability for end-to-end workplace operations, vendor and procurement strategy, and financial governance, including CAPEX and OPEX management of approximately IDR 11 billion per quarter. Demonstrated strong capability in driving cost optimization, operational efficiency, and governance through structured financial control, contract management, and compliance frameworks.

Proven track record in delivering measurable business impact, including 10–20% operational efficiency improvements, maintaining service availability above 98%, and ensuring alignment with HSE standards and Good Corporate Governance (GCG) principles within complex operational environments.

Brings comprehensive expertise in Human Capital Management, covering manpower planning, talent acquisition, payroll and benefits, industrial relations, performance management, and organizational development. Successfully improved workforce productivity by 12–15%, reduced employee turnover by 15%, and enhanced decision-making through HRIS and data-driven analytics.

Strengthened by solid experience in Project Management and Engineering, including project planning, budgeting (BOQ/RAB/RAP), execution, risk and contract management, and quality control. Contributed to over 95% on-time project delivery, cost variance below 10%, and rework reduction exceeding 20%, ensuring efficient, controlled, and scalable project execution.

Experienced in leading cross-functional teams of 50+ personnel and collaborating with senior stakeholders across Finance, Procurement, Legal, HSE, and Operations to align people, processes, and infrastructure with business objectives. Consistently drives operational excellence, cost efficiency, service quality, and sustainable organizational performance across diverse industries.

KEY ACHIEVEMENTS

- Led enterprise-wide Corporate Services & People Operations across large-scale, multi-site environments, integrating HR, GA, Facilities & Estate, Project Management, Engineering, and Corporate Governance, ensuring >98% operational uptime and full compliance with GCG & HSE standards
- Managed and optimized CAPEX & OPEX up to IDR 25B+ annually and IDR 11B+/quarter, delivering 10–20% cost savings through financial governance, strategic sourcing, and operational excellence initiatives
- Drove enterprise-level organizational transformation and restructuring, redesigning workflows, strengthening governance frameworks, and improving operational efficiency by 20%+, internal control, compliance, and role clarity by 30%+
- Led strategic Project & Construction Management (planning, budgeting, execution, and risk control), delivering >95% on-time completion, maintaining cost variance <10%, and reducing rework by >20% across projects
- Integrated engineering expertise (MEP, HVAC, utilities, infrastructure) into corporate operations, enhancing asset reliability, mitigating operational risks, and maintaining >98% facility uptime

- Transformed procurement and sourcing processes, reducing cycle time by >85% (30 days → 2–4 days), improving >95% SLA compliance, and accelerating enterprise-wide operational execution
- Directed full-spectrum Human Capital strategy (workforce planning, talent acquisition, performance management, engagement, and development), delivering 12–15% productivity growth, 15% turnover reduction, and >85% employee satisfaction
- Implemented HRIS, LMS, and integrated digital dashboards, improving data accuracy to >98%, reducing reporting cycle time by 60–75%, and enabling real-time, data-driven strategic decision-making
- Managed complex industrial relations, risk management, and compliance frameworks, achieving 85–90% case resolution rate, minimizing legal exposure, and ensuring full regulatory and labor law compliance
- Strengthened risk management, internal control, and audit frameworks, ensuring full regulatory compliance and enhancing governance effectiveness across enterprise operations
- Drove business process improvement and operational risk mitigation initiatives, enhancing efficiency, compliance quality, and strategic decision-making at enterprise level
- Built and led cross-functional teams (50+ personnel) and managed 30+ strategic vendors and partners, achieving 10–15% cost efficiency, 95% vendor satisfaction, and scalable service delivery
- Directed Facilities & Estate Management including asset lifecycle, utilities, maintenance, and workplace operations, improving asset accuracy by 30%, reducing maintenance costs by 15%, and enhancing operational reliability
- Implemented Preventive Maintenance, OHS/HSE/K3, ESG-aligned initiatives, and 5S/5R frameworks, achieving >95% compliance, reducing workplace incidents by 25–30%, and improving audit readiness to >95%
- Strengthened corporate governance (GCG), audit systems, and compliance frameworks, enhancing transparency, accountability, and enterprise-wide operational control
- Developed and implemented data-driven KPI dashboards, reporting systems, and performance analytics, improving decision-making speed and accuracy to >98% at management and executive level
- Successfully resolved critical operational, facility, and project risks within <14 days, stabilizing impacted business operations within <30 days without additional headcount
- Acted as a strategic business partner to executive leadership, bridging HR, Finance, Engineering, Procurement, Legal, and Operations to align people, processes, and infrastructure, driving scalable growth, operational excellence, and sustainable business performance

WORK EXPERIENCE

Grab – Jakarta, Indonesia

March 2025 – March 2026

General Affairs & Facilities Support Coordinator / Estate

- Managed end-to-end General Affairs & Facilities operations across headquarters and nationwide branches, including cleaning, security, corporate events (including event catering coordination), building maintenance, and office operational needs such as stationery (ATK), Facility Supplies, pantry supplies, uniforms, and other workplace resources.
- Managed infrastructure and facilities operations across 17 brands nationwide, leading 17 PICs and >50 employee and field personnel, while coordinating with regional stakeholders (Indonesia–Singapore) on sustainability initiatives focused on utilities optimization, cost reduction, and environmental efficiency
- Managed and controlled CAPEX & OPEX budgets totaling approximately IDR 11.1 billion per quarter, including annual planning (RKAP), cost control, and achieving operational efficiency improvements of 10–15%.

- Manage petty cash, reimbursements, cash advances, and monthly accruals to ensure accurate, timely, and compliant financial operations.
- Coordinated and executed end-to-end procurement and vendor tender processes (EPR, PR, PO, GRN), including technical & commercial evaluation, vendor selection, and process governance, achieving >95% process accuracy and timeliness.
- Collaborated cross-functionally with Central Administration, Procurement, Finance, and Corporate Security, as well as regional stakeholders, to ensure operational alignment, compliance, and budget effectiveness.
- Supervised 20+ personnel across 2 sub-departments, including task delegation, KPI monitoring, and team capability development to improve overall operational productivity.
- Managed and evaluated multi-vendor performance across services (corporate events, event catering, cleaning services, maintenance, waste management, tenants, and office operational suppliers) based on SLA, ensuring service quality and contractual compliance.
- Improved procurement efficiency by accelerating the Purchase Order cycle from ~30 days to 2–4 days (>85% improvement) through process standardization and workflow simplification.
- Developed and standardized key documentation including CAPEX/OPEX proposals, TOR/KAK, BoQ, and Framework Agreements (FA) to enhance governance, cost transparency, and audit readiness.
- Built an integrated digital monitoring system (Google Sheets-based) covering inventory, vendor tracking, procurement, complaint handling, and operational supplies (ATK, pantry, uniforms), improving data visibility and administrative efficiency.
- Managed the full asset management lifecycle (inventory, labeling, transfer, and disposal), including developing process flows, handling asset tender and salvage sales, and acting as PIC for bidding processes through to Accounts Receivable (AR) settlement, ensuring transparency and asset value optimization.
- Oversaw facility maintenance (MEP & civil) including electrical systems, HVAC, plumbing, generators, CCTV, and other infrastructure through preventive and corrective maintenance to ensure operational uptime.
- Conducted site assessments and prioritized facility improvement initiatives based on operational needs to enhance efficiency and business productivity.
- Successfully resolved critical Safety, Risk & Workplace (SRW) issues within <14 days and stabilized impacted branch operations within <30 days.
- Reactivated non-operational departments to full functionality without additional headcount by restructuring workflows and coordination systems.
- Implemented HSE/OHS (K3), waste management (TPS–TPA), and 5S/5R standards, ensuring compliance with safety and environmental regulations.
- Managed Work Order Confirmation (WOC) processes for urgent requests with rapid response (<24 hours) to minimize operational disruptions.
- Prepared daily, weekly, and monthly operational reports covering KPI performance, cost analysis, operational issues, and strategic recommendations for management decision-making.
- Represented the department in cross-functional meetings and regional discussions with Head Office, bridging operational needs with corporate policies.

Human Resources Manager

- Designed, developed, and implemented HR policies and procedures in compliance with labor regulations, industry standards, and corporate strategy, ensuring effective HR management and organizational compliance.
- Developed, reviewed, and implemented HR SOPs and Work Instructions (WI) covering core HR processes, improving operational consistency and internal compliance by $\pm 30\%$ based on internal audits.
- Integrated digital solutions via cloud-based HRIS and automated workflows, enhancing administrative efficiency, achieving $>98\%$ employee data accuracy, and accelerating payroll, attendance, and benefits processing.
- Monitored HR policy effectiveness using HR analytics and performance reports, boosting employee productivity by $\pm 12\%$ and reducing turnover by $\pm 15\%$.
- Acted as a strategic business partner to management, providing proactive HR solutions aligned with organizational goals.
- Managed industrial relations and labor compliance, including disciplinary cases, resolving $\pm 85\text{--}90\%$ of internal cases without external escalation.
- Maintained HR data integrity and documentation, improving audit readiness to $\pm 95\%$.
- Led end-to-end recruitment for all levels, achieving average time-to-fill ≤ 30 days and $>85\%$ success rate in competency-based selection.
- Standardized HR processes across recruitment, onboarding, personnel administration, performance evaluation, and offboarding, achieving $>90\%$ process accuracy and SLA compliance.
- Designed and implemented employee orientation and onboarding programs, improving adaptation and retention $>90\%$ within the first 6 months.
- Managed employer branding through digital channels and professional networks to attract high-quality talent.
- Oversaw training programs via Learning Management System (LMS), conducted Training Needs Analysis (TNA), and developed Annual Training Plans, increasing employee productivity by $\pm 15\%$.
- Conducted post-training evaluations using Kirkpatrick Model with $>80\%$ program effectiveness, ensuring each employee received minimum 20 training hours per year.
- Developed and implemented performance management systems based on KPI and Balanced Scorecard, achieving $>85\%$ of organizational performance targets.
- Managed full Performance Appraisal Cycle, providing accurate recommendations for promotions, rotations, and development ($>90\%$ accuracy).
- Collaborated with management and units to enhance organizational effectiveness and workflow efficiency, improving team productivity $\pm 10\text{--}15\%$.
- Managed labor relations and union interactions, resolving conflicts with $>90\%$ success in compliance with labor laws.
- Handled disciplinary processes, internal investigations, and corrective actions objectively and legally.
- Developed and implemented digital employee engagement and welfare programs, improving Employee Satisfaction Score $>85\%$ and reducing turnover by $\pm 15\%$.
- Conducted regular employee engagement and satisfaction surveys, analyzed results, and implemented data-driven policy improvements.
- Managed end-to-end HR administration, including personnel data, payroll, attendance, BPJS Health & Employment compliance, achieving 100% regulatory compliance.
- Prepared accurate labor and HR reports for management and relevant authorities.

- Implemented employee performance tracking and HR reporting systems (attendance, productivity, disciplinary records), increasing HR data accuracy by $\pm 25\%$ and speeding up management reporting.
- Conducted workforce planning and succession programs to ensure talent availability and organizational continuity.
- Optimized human resource utilization, achieving operational cost efficiency of $\pm 10\text{--}12\%$ without compromising performance quality.
- Collected, analyzed, and presented HR metrics and KPI dashboards to support strategic management decisions.
- Benchmarked HR policies and practices against industry standards to maintain organizational competitiveness.
- Evaluated HR strategy effectiveness on business growth, productivity, and operational efficiency, providing data-driven improvement recommendations.

CV. Deka Karya – Aceh Besar, Indonesia

November 2022 – October 2024

HRGA Manager

- Led Human Resources & General Affairs (HRGA) function for a construction company with >500 project employees across multiple sites, ensuring 100% labor law compliance, operational effectiveness, and data-driven governance.
- Designed and implemented integrated HR policies in compliance with labor regulations and business strategy, including digitization via cloud-based HRIS, improving recruitment efficiency by 25% and reducing HR operational costs by 20%.
- Managed BPJS Health & Employment compliance and HR administration via digital systems, reducing reporting time from 3 days to 1 day ($\uparrow 66\%$ efficiency) and achieving 100% audit compliance annually.
- Oversaw end-to-end recruitment (workforce planning, competency interviews, digital onboarding) for >50 positions/year, shortening recruitment time by 30% and achieving 90% hiring manager satisfaction.
- Developed Learning & Development programs via LMS, managing >200 online training programs, achieving 95% completion rate with average evaluation score 4.8/5, and improving employee competency by 80%.
- Managed HR data, attendance, payroll, and overtime for >200 employees, maintaining 99% data accuracy, reducing payroll errors by 10%, and cutting payroll processing time from 5 days to 2 days.
- Handled industrial relations and conflict resolution via real-time digital monitoring, reducing internal conflicts by 30–40%, accelerating case resolution from 7 days to 3 days, and improving employee satisfaction to 85%.
- Implemented digital performance management system, improving appraisal accuracy by 25% and reducing supervisors' administrative workload by 50%.
- Designed and executed data-driven engagement & reward programs, contributing to 15% productivity improvement, 20% absenteeism reduction, and 15% increase in employee retention.
- Collaborated cross-functionally with HR, Operations, Finance, Legal, HSE, and >5 project teams, enhancing operational efficiency by 12% and significantly reducing project delays.
- Managed General Affairs & Facilities Management, including assets, inventory, vendors, and smart building technology, improving asset accuracy by 30%, speeding inventory process by 40%, and reducing utility costs by 20%.
- Managed HRGA budgets via digital real-time monitoring, maintaining 100% budget compliance, generating 10–15% operational cost savings and 10–12% procurement efficiency.
- Developed, planned, and executed CAPEX & OPEX HRGA budgeting >IDR 25.7 billion/year, with monthly and quarterly monitoring, ensuring alignment with business strategy, operational efficiency, and compliance.
- Prepared monthly TORs for OPEX & CAPEX, ensuring procurement, facilities, and operational activities adhered to budgets, internal policies, and corporate governance principles.

- Monitored monthly invoices and budget realization vs forecast, ensuring financial reporting accuracy, budget discipline, and transparency.
- Oversaw SOP implementation and HRGA governance, ensuring compliance, internal controls, and audit readiness.
- Optimized HRGA costs, contributing 10–15% operational cost savings through disciplined budgeting, vendor management, and process improvement.
- Built and maintained partnerships with 30+ vendors & stakeholders, achieving 95% vendor satisfaction and continuous cost savings up to 12%.
- Supported construction project management in HR, GA, labor logistics, accommodation, and permits via integrated systems, reducing interdepartmental coordination time by 35% and field operational costs by 18%.
- Monitored facilities data, including budget projections and utility reports, ensuring >98% accuracy and supporting operational cost control of ± 10 –12% per period.
- Oversaw security and cleaning services across multiple operational sites, increasing SOP compliance >95% and facility user satisfaction >85%.
- Conducted periodic stock-taking and managed salvage/disposal processes, reducing asset loss by ± 5 % annually.
- Ensured accurate maintenance reporting, supporting >90% efficiency in internal audit processes.
- Implemented Planned Preventive Maintenance, increasing facility uptime >98% and reducing emergency repair costs by ± 15 %.
- Ensured K3 & workplace safety compliance via digital monitoring and wearable devices, reducing workplace incidents by 25–30% and increasing compliance to 99%.
- Applied QHSE standards in facility operations, reducing workplace accident risk by ± 20 %.
- Managed and executed 5S audits across HQ and multi-site operations, including scheduling inspections, reporting findings, and corrective action sessions, resulting in >90% compliance, 20–25% reduction in internal audit findings, and 10–15% improvement in workplace safety and efficiency.
- Controlled tenant governance, signage, and internal communications across HQ and multi-site offices, ensuring >95% compliance with corporate standards, governance, and corporate identity, supporting professional internal communication and company image.
- Restructured organization by separating HR and GA functions, and creating Finance, Accounting, and Tax Department under functional segregation principles, improving role clarity and internal control by ± 30 %.
- Developed organizational structure, job descriptions, and RACI matrix, ensuring role clarity, accountability, and reducing operational risk by ± 20 %.
- Aligned SOPs, workflows, and reporting systems post-restructuring to enhance operational effectiveness, compliance, and governance, achieving >95% reporting accuracy and audit readiness.
- Prepared data-driven periodic HR & GA reports (monthly, quarterly, semi-annual, annual), reducing report preparation time from 4 days to 1 day with 98% data accuracy, supporting rapid strategic management decisions.

Aceh Muhammadiyah University – Banda Aceh, Indonesia
Assistant Lecturer and Laboratory Teacher

January 2018 – December 2023

- Supported teaching and learning development by preparing modules, presentations, and digital learning materials for >100 students, improving student comprehension by 20% based on assessment results.

- Collaborated directly with lecturers to manage classes, facilitate academic discussions, and mentor students, resolving >75% of student inquiries within 24 hours, enhancing learning engagement and satisfaction.
- Managed preparation, grading, and evaluation of exams, quizzes, and assignments, accelerating grading processes by 50% and achieving 85% student satisfaction with assessment systems.
- Provided individual and group academic mentoring for assignments and projects, contributing to 80% of students improving final grades by at least one level post-mentoring.
- Assisted in academic reporting and research documentation, improving data accuracy and completeness, ensuring 100% of students received relevant references for research and final projects.
- Managed and facilitated Concrete Laboratory practical sessions, including equipment and material preparation, achieving >95% equipment availability on schedule, ensuring practical sessions ran as planned.
- Supervised laboratory activities with focus on work procedures and safety compliance (K3), maintaining zero accidents and 100% adherence to safety SOPs.
- Delivered hands-on technical guidance during practical sessions, increasing 80% of students' understanding in laboratory techniques based on post-practical assessments.
- Conducted practical assessment and reporting, ensuring 100% of students received timely feedback, consistently improving practical outcomes.
- Maintained laboratory equipment and materials, reducing equipment damage by 15% and maintaining >90% operational readiness.
- Participated in research and curriculum development, contributing to 2–3 academic publications per year focused on teaching innovation and technical competency development.
- Actively engaged in seminars, workshops, and conferences, implementing >75% of insights into teaching methods and practical sessions.
- Collaborated with lecturers, staff, and industry partners in guest lectures, industrial visits, and academic projects, improving student engagement by 30%.
- Partnered with construction companies for laboratory testing and material analysis, handling >50 material samples annually, supporting improvements in construction practices and material efficiency.

Visual Art Studio – Medan, Indonesia

January 2022 – January 2023

Civil Engineer

- Supervised construction activities through close coordination with the Site Manager and field teams to ensure project execution complied with approved drawings, technical specifications, and quality standards, achieving >95% work conformity with no major rework.
- Conducted routine inspections on construction quality and materials while ensuring consistent implementation of Occupational Health and Safety (HSE/K3) standards, contributing to zero major workplace accidents throughout the project period.
- Led daily project coordination through regular meetings with the Site Manager, architects, engineers, and relevant stakeholders, improving cross-functional communication and accelerating on-site technical issue resolution by up to 30%.
- Developed and monitored daily and weekly work schedules, performing time and cost control by identifying deviations early, successfully limiting project delays to <10% of the original plan.

- Monitored project progress and prepared periodic reports for management, including documentation of technical issues and solution recommendations, improving progress reporting accuracy to 98% and supporting data-driven decision making.
- Optimized the use of project resources (materials, equipment, and manpower) through on-site supervision and procurement coordination, contributing to material and operational cost savings of approximately 10–12%.
- Performed Quality Control (QC) activities through testing and inspection of completed works, identifying potential non-conformities at an early stage and proposing corrective actions that reduced potential defects by >20%.
- Ensured all construction activities complied with applicable regulations, permits, and technical standards, including coordination with relevant authorities, achieving 100% regulatory compliance without administrative issues.
- Managed and maintained systematic project documentation (reports, revised drawings, site records), improving document traceability and facilitating audits and project handover processes.

CV. Deka Karya – Aceh Besar, Indonesia

July 2020 – June 2022

Site Manager

- Led end-to-end planning, supervision, and execution of construction projects in accordance with construction methodologies, technical specifications (RKS), working drawings, and quality standards, achieving >95% on-time project completion in line with specifications.
- Controlled project schedule, cost, quality, and HSE performance through intensive site supervision and coordination, minimizing schedule deviation to <10% while maintaining zero fatal accidents during project execution.
- Prepared and managed Project Budgets (RAB/RAP) and conducted project risk analysis, delivering 10–15% cost efficiency without compromising construction quality.
- Supervised and evaluated Structural, Architectural, MEP, and Plumbing works, proactively identifying technical issues and implementing rapid solutions, resulting in >20% reduction in rework.
- Produced accurate daily and weekly progress reports, work volume tracking, and technical documentation, improving reporting accuracy to 98% and enabling management's data-driven decisions.
- Managed and coordinated on-site teams (foremen and skilled workers) and key project stakeholders, increasing workforce productivity by approximately 15% and ensuring smooth project execution.
- Established effective communication with Project Owners, Consultants, and external parties, ensuring timely technical approvals and administrative processes with 100% project compliance.

Site Engineer

July 2018 – June 2020

- Managed on-site construction execution and cross-functional project coordination, ensuring works were delivered in line with approved plans, quality standards, budget, and project timelines.
- Developed and managed project schedules, BOQ/RAB, RAP, structural calculations, and shop drawings for Structural, Architectural, and MEP works, ensuring design compliance with technical and safety standards while limiting potential project delays to <10%.
- Submitted and controlled material requirements and construction methodologies, improving material utilization efficiency by approximately 10–12%.
- Resolved technical and construction issues on-site by conducting root-cause analysis and proposing effective corrective actions, accelerating technical issue resolution by up to 30%.
- Ensured consistent implementation of Health, Safety, and Environment (HSE) standards across all construction activities, contributing to zero major workplace accidents during the project period.

- Coordinated closely with internal teams and external project stakeholders while maintaining comprehensive construction documentation to support audit readiness and technical reporting.

Civil Engineer

July 2017 – June 2019

- Conducted project feasibility and requirements analysis from both technical and economic perspectives, ensuring alignment with client specifications, regulatory requirements, and industry standards.
- Developed building and infrastructure designs using engineering software, ensuring compliance with safety, environmental, and technical standards throughout the project lifecycle.
- Managed project budgets and schedules, supporting on-time and cost-efficient delivery with cost variance maintained below 10%.
- Monitored construction execution and performed regular site inspections to ensure quality, safety, and functional performance during construction and maintenance phases.
- Collaborated closely with architects, project owners, and multidisciplinary technical teams, improving project coordination and overall stakeholder satisfaction.
- Integrated sustainable and environmentally responsible practices into design development and project execution, in line with sustainability and ESG standards.

Technical Administration Staff

January 2017 – July 2017

- Managed project technical documentation (shop drawings, specifications, technical reports) using a structured filing and documentation system, achieving 100% document traceability and audit readiness.
- Supported project administration activities, including budget submissions, material requisitions, and progress reporting, accelerating administrative processing time by approximately 30%.
- Prepared project status reports, internal and external correspondence (Indonesian & English, ± 10 documents/month), and meeting minutes, ensuring clear communication and documentation accuracy.
- Managed project permits and legal documentation, ensuring full regulatory compliance and smooth administrative processes throughout the project lifecycle.
- Supported project financial administration through systematic recording and archiving of financial documents, improving reporting accuracy to 98%.
- Prepared construction tender documents (approximately 4 tenders per cycle) and final project evaluation reports, supporting transparent procurement and project closure processes.

MEC Language Center – Aceh Besar, Indonesia

January 2017 – December 2019

Human Resources & General Affairs Officer

- Managed comprehensive HR administration, facilities, and office building operations, ensuring 100% accurate asset and facilities data, fully documented and audit-ready.
- Handled procurement of office goods and services with an average annual transaction value of $\geq$ IDR 100 million, ensuring uninterrupted operational support and improved procurement efficiency.
- Supervised building operations and maintenance (building & facility management) through regular monthly inspections, achieving 98% compliance with operational standards and executing timely corrective actions for non-conformities.
- Managed scheduled preventive and corrective maintenance for buildings, infrastructure, and office facilities, ensuring operational continuity and optimal workplace comfort.

- Controlled logistics inventory and company assets, including recording, monitoring, and reporting, maintaining asset loss or damage below 2% annually.
- Ensured high-quality facility services for users/tenants by consistently maintaining cleanliness, comfort, and functional standards.
- Executed management directives and internal policies with discipline to support operational excellence and organizational targets.
- Managed labor administration compliance, including BPJS Ketenagakerjaan and employee statutory rights, achieving 100% compliance with zero findings.
- Led end-to-end recruitment processes using competency-based assessments, psychometric testing, and structured interviews, successfully hiring 30–50 employees per quarter and improving employee retention by approximately 10%.
- Managed monthly payroll and benefits administration for approximately 100 employees via mobile banking systems, ensuring 100% on-time and accurate salary payments with full process transparency.
- Maintained and monitored company asset utilization, prepared annual asset usage reports, and ensured efficient and controlled asset deployment.
- Organized employee training and development programs (average 4 programs per year), with post-training evaluations showing >85% employee competency improvement.
- Oversaw daily operations and regulatory compliance across administration, facilities, and employment matters, maintaining 100% legal and SOP compliance.
- Established and maintained external partnerships with third parties and government institutions, supporting regulatory compliance and operational sustainability, averaging ≥ 3 external collaborations per year.

PT Westindo Artha Kencana – Banda Aceh, Indonesia
 Project Assignment: Jakarta, DKI Jakarta
Civil Engineer

August 2019 – December 2019

- Developed and reviewed technical plans, construction designs, structural calculations, and project risk analyses, ensuring full compliance with technical specifications, regulatory requirements, and occupational safety standards.
- Conducted direct on-site construction supervision, ensuring all activities were executed in accordance with approved drawings, construction methodologies, and HSE/K3L standards, achieving >95% compliance with technical specifications.
- Collaborated closely with project teams, site supervisors, government planning authorities, and multidisciplinary technical stakeholders, and facilitated regular project coordination meetings to ensure timely and effective cross-functional communication.
- Performed routine quality inspections and work assessments, proactively identifying potential technical deviations and implementing effective corrective actions to prevent schedule delays and rework.
- Controlled project costs and resource utilization, ensuring budget realization remained aligned with the approved work plan and supporting cost efficiency through daily and weekly expenditure monitoring.
- Prepared periodic physical progress reports and project cost reports, covering work progress, technical issues, root cause analysis, and recommended corrective solutions for project management review.
- Maintained systematic technical documentation, including as-built drawings, design changes, and site reports, ensuring 100% document traceability and audit readiness.
- Identified construction risks and execution issues during project implementation and managed design changes and construction methods in a controlled manner, maintaining optimal balance between quality, schedule, and cost performance.

- Delivered and facilitated structural engineering and engineering software training (SAP2000, ETABS, AutoCAD) through 20+ training sessions per month, ensuring participants achieved strong conceptual understanding and practical application aligned with construction industry best practices.
- Designed and structured systematic monthly learning plans and syllabi using an industry-oriented, practice-based approach, resulting in consistent improvement in participants' technical comprehension and application skills.
- Developed and continuously updated 5+ technical training modules annually, covering structural engineering theory and engineering software applications, with a strong focus on technical competency development and job readiness.
- Conducted learning progress evaluations through exams, quizzes, and hands-on practical assignments for 100+ participants per month, producing data-driven evaluation reports and curriculum improvement recommendations.
- Provided direct academic mentoring and technical coaching to 50+ participants monthly, fostering a productive learning environment and increasing participant retention and engagement across training programs.
- Actively contributed to curriculum design, testing, and revision in collaboration with the curriculum development team, performing biannual curriculum updates to align with industry demand and emerging construction technologies.
- Trained and mentored 5+ new instructors annually, including the delivery of effective teaching methodologies and internal workshops, to enhance instructor quality and standardize training delivery processes.
- Conducted Training Needs Analysis (TNA) for 100+ participants per month through surveys, interviews, and observations, proposing data-driven training programs to address identified competency gaps.
- Designed and launched 5–7 new training programs annually, integrating modern instructional design frameworks and digital learning technologies.
- Developed 10–15 training modules per year, including presentation materials, handouts, video tutorials, and interactive quizzes, collaborating closely with Subject Matter Experts (SMEs) to maintain content quality and relevance.
- Collected and analyzed participant feedback with $\geq 80\%$ response rate, updating approximately 20% of the curriculum annually based on evaluation outcomes to improve overall training effectiveness.
- Provided ongoing training support and professional development to 10–15 instructors per year through mentoring, technical discussions, and internal webinars to ensure consistent curriculum implementation.
- Managed curriculum development projects with a 2–3 month delivery cycle per project, ensuring on-time and on-budget completion through effective team coordination and the use of digital project management tools.
- Conducted quarterly Research & Development (R&D) initiatives and integrated 2–3 new learning tools annually, ensuring curriculum relevance, innovation, and alignment with current industry trends.

Core Competencies

- Corporate Services, General Affairs & Integrated Facilities Management (IFM)
- Multi-Site Office, Branch & Estate Operations Management
- Facilities Engineering & Building Systems Management (MEP, HVAC, Utilities)
- CAPEX & OPEX Budgeting, Cost Control & Financial Governance
- Procurement, Strategic Sourcing & Vendor Management
- Contract Management, Framework Agreement & GCG Compliance
- Health, Safety, Security & Environment (HSE / K3L) Compliance

- Human Capital Strategy, HR Governance & Workforce Planning
- Talent Acquisition, Learning & Performance Management
- Industrial Relations & Employee Engagement
- Project, Engineering & Risk Management
- Digital Transformation, HRIS & Data-Driven Operations

SKILL

Hard Skill : Corporate Services & Integrated Facilities Management, Multi-Site Facilities & Estate Operation, Preventive & Corrective Maintenance (MEP / HVAC / Building Systems), CapEx & OpEx Budgeting, Cost Control & Optimization, End-to-End Procurement & Vendor Management, Contract Administration & Commercial Negotiation, Asset Lifecycle & Utilities Management, HR Operations & People Administration, Talent Acquisition & Workforce Planning, Performance Management (KPI / Balanced Scorecard), Project & Construction Management, and HRIS, Reporting & Data Analytics.

Soft Skills : Strategic & Analytical Thinking, Cross-Functional Leadership, Stakeholder & Vendor Management, Problem Solving & Risk Mitigation, Data-Driven Decision Making, Professional Business Communication, Change Management & Adaptability, and High Accountability & Integrity

EDUCATION

University of North Sumatra, Medan, North Sumatra

Professional Engineer Program (Ir.), Civil Engineering — GPA: 3.12/4.00