



KYAW ZAW HEIN

ADMIN/ HR

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WORKING EXPERIENCE

1. Admin & HR Executive (2 years and 9 months) Jan 2022 – Sept 2024

MYANMAR K POWER GROUP COMPANY

Yangon, Myanmar

Distribution Industry, Company Size – 200 Employees

Duties and Responsibilities:

- Directed daily administrative operations, increasing team efficiency and output by 20%
- Implemented a filing system that improved document retrieval speed by 25% and ensured compliance with data management regulations
- Managed site petty cash and expenses, maintaining accurate financial records and reducing unnecessary expenses by 15%
- Coordinated with vendors for timely purchasing and deliveries, maintaining optimal stock levels and reducing inventory shortages by 15%
- Oversaw purchasing processes, including vendor selection, order placement, and cost negotiations, achieving a 10% reduction in procurement costs

2. Site Admin & HR Executive (3 years)

Nov 2018 – Dec 2021

ROTARY ENGINEERING YANGON

Thilawa, Myanmar

Based in Singapore, subsidiary companies in China, Malaysia, United Arab Emirates) Oil Storage Terminal Project

Oil & Gas Industry, Company Size – 1,000 Employees

Duties and Responsibilities:

- Streamlined email and correspondence distribution processes, improving communication efficiency and securing favorable terms from vendors
- Handled client and vendor communications promptly, enhancing business relationships and improving service delivery
- Facilitated stay and work permit extensions for foreign employees, ensuring smooth project progress without delays
- Arranged social welfare contributions through personal or e-banking methods, ensuring full compliance with PIT, EC, and SSB regulations
- Calculated and disbursed payroll for 300 foreign and 600 local staff, ensuring accurate and timely payments every cycle
- Recruited, onboarded, and evaluated staff, resulting in a 15% improvement in employee performance and retention

PERSONAL

Date of Birth : 10 July 1986

Passport No : MG511791

Nationality : Myanmar

Availability : Immediately

Expected : Negotiate

PROFILE

HR & Administrative Professional with 10 years of extensive experience in human resources and administrative operations. Demonstrated expertise in managing office functions, streamlining administrative workflows, and ensuring efficient documentation and compliance. Proficient in scheduling, compensation & benefits, recruitment and document management, with a proven ability to support organizational goals through effective policy implementation and process improvements. Dedicated to fostering a collaborative and well-organized workplace, enhancing employee satisfaction, and driving operational success.

EDUCATION

➤ Bachelor of Science (B.Sc. Chemistry, Honors) 2003 - 2006

Yangon University of Distance Education (East Yangon)

LANGUAGES

- English 4 Skills (Intermediate)
- Myanmar (Native)



TRAINING & CERTIFICATES

- ABE Endorsed Diploma in Human Resource Management (UK)
- Business Management Advanced Diploma
- Diploma in Human Resources Management
- Leadership & Organizational Management
- ISO 9001: 2015 Transition Awareness

CORE SKILLS

- Recruitment
- Compensation & Benefits
- Legal Knowledge
- PowerPoint, Advanced Excel
- HRIS Software
- Inventory Management
- Document Management
- Email Management
- Scheduling & Calendar Management
- Budget Management
- Accounting
- Communication (Verbal & Written)
- Ability to Work Under Pressure
- Flexibility & Adaptability
- Problem Solving
- Work Ethic & Integrity
- Team Collaboration
- Attention to Detail
- Time Management
- Conflict Resolution
- Employee Relations

ACHIEVEMENT PROJECTS

1. PTTEPI Manpower Services Project (Award 2016)
2. PTTEPI Equipment Services Project (Award 2017)

REFERENCES

1. Ko Ko Kyaw
HRD Manager
Myanmar K Power Group
2. Umawan Sooksamran
HRD Manager
Rotary Engineering Yangon

WORKING EXPERIENCE - CONTINUED

3. Admin & HR Officer (5 years)

Jan 2013 – Aug 2018

MACHINERY & SOLUTIONS

Myanmar

Oil & Gas Industry, Company Size – 100 Employees

4. Inspector (Casino) (1 year)

Sept 2011 – Dec 2012

M.V LEISURE WORLD (SINGAPORE)

Boon Lay, Singapore

Entertainment Industry, Company Size – 300 Employees

Duties and Responsibilities:

- Deal with various kinds of customer and cooperation with various kinds of colleagues (such as Chinese, Indonesian, Philippines, Indians, Myanmar)
- Supervise the trainees and junior dealers concerning with the customer Communication, nature of working procedure, etc...
- Inspecting the situation of game table and report to related area's supervisor
- Responsible for table closing every month

5. Customer Service Associate (5 years)

Jan 2006 – Aug 2011

KAUNG HEIN RESTAURANT

Myanmar

Hospitality F&B Industry, Company Size – 50 Employees

Duties and Responsibilities:

- Greeted and assisted guests, providing tailored menu recommendations and resolving inquiries to deliver an exceptional dining experience
- Processed orders, coordinated with kitchen staff, and ensured timely and accurate delivery of food to guests
- Addressed guest concerns in a professional and empathetic manner, resolving complaints to ensure high satisfaction levels and repeat business
- Processed payments, managed receipts, and maintained a clean, organized service area to enhance the dining environment
- Provided efficient and friendly table service, recommending menu items and daily specials to boost sales
- Managed multiple tables in a high-pressure environment, ensuring accurate orders, prompt service, and a seamless guest experience
- Maintained dining area cleanliness, restocked supplies, and assisted in event setup, ensuring smooth operations
- Supervised shifts, monitored staff performance, and resolved service issues to ensure smooth workflows and exceptional service delivery
- Assisted with inventory management and ordering, ensuring stock met demand while minimizing shortages
- Ensured compliance with health, safety, and sanitation regulations, maintaining a clean and safe environment for both customers and staff

CAREER GOAL

To apply my expertise in Administration and HR to improve organizational efficiency, enhance employee engagement, and deliver exceptional customer experiences. Aim to foster a positive workplace culture, resolve issues efficiently, and build long-term customer relationships that contribute to brand loyalty and business success.