HENDRIYANA NUGRAHA

HR, GENERAL AFFAIRS & BUSINESS SUPPORT MANAGER
Manufacturing | Industrial Relations | HR Business Partner | General Affairs | Legal Compliance | IT
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HR & General Affairs Manager with 13+ years of progressive leadership experience in multinational manufacturing companies, leading Human Resources, General Affairs, Legal Compliance, Corporate IT Infrastructure, Google Workspace Administration, and Business Support Operations.

Demonstrated success in managing HR & GA functions for organizations with up to 8,000 employees, leading teams of 100+ personnel, and partnering directly with Korean and Indian expatriate executives to improve operational performance, workforce effectiveness, and regulatory compliance.

Recognized for delivering measurable business impact through 20% operational cost reduction, 30% vendor cost savings, faster licensing processes, strong industrial relations, and continuous organizational improvement.
Certified HR Professional with proven expertise in aligning people strategy, operational excellence, and business objectives within high-volume manufacturing environments.

Trusted business partner to executive leadership with extensive experience supporting Korean, Indian, and Indonesian management teams in fast-paced manufacturing environments.

EXECUTIVE HIGHLIGHTS

- 13+ Years HR & General Affairs Leadership
- Manufacturing Industry Specialist
- Managed HR & GA Operations for 8,000+ Employees
- Led 100+ GA Personnel
- Managed Operations across 3 Manufacturing Companies
- Industrial Relations & Labor Union Expert
- Government & Regulatory Liaison
- Expatriate Management
- Cost Optimization & Budget Management
- HR Policy & Organizational Development
- Payroll Administration
- Reporting directly to Korean & Indian Expatriate Directors
- Corporate IT Infrastructure & Google Workspace Administration

KEY ACHIEVEMENTS

- Delivered 20% operational cost reduction by optimizing General Affairs operations, improving resource utilization, and implementing cost-control initiatives.
- Achieved 30% vendor cost savings through strategic sourcing, contract negotiation, and supplier performance management.
- Streamlined company licensing and regulatory permit processes, reducing processing time by 25% while ensuring full legal compliance.
- Developed and standardized internal policies, procedures, and SOPs to improve operational efficiency, accountability, and cross-functional coordination.
- Introduced workplace improvement initiatives that created a more engaging and productive work environment, contributing to a 10% increase in production output and a 5% reduction in product defects through stronger employee engagement and operational support.

WORKING EXPERIENCE

HR & GA Operation Manager

PT Samheung Indonesia – Cikarang (Packaging Manufacturer) Jan 2025 – Present

Report to : General Manager (Korean Expatriate)

Scope of Responsibility :

- Lead end-to-end HR & General Affairs functions, aligning people strategies and operational support with business objectives.
- Direct all Human Resources activities, including workforce planning, recruitment, payroll, employee development, performance management, and industrial relations.
- Drive legal and regulatory compliance through effective management of labor laws, HSE (K3), company policies, internal audits, and statutory requirements.
- Lead expatriate administration and government relations, ensuring seamless coordination with Immigration, Ministry of Manpower, KLHK, and other regulatory authorities.
- Oversee General Affairs operations covering facilities, assets, procurement, outsourced services, licensing, and operational support.
- Manage departmental budgets, vendor partnerships, and cost optimization initiatives to improve operational efficiency and business sustainability.
- Develop and implement HR policies, SOPs, Company Regulations, and continuous improvement initiatives to strengthen organizational effectiveness.
- Partner with executive management to support business growth through effective people management, operational excellence, and strategic workforce planning.
- Oversee corporate IT operations, including Google Workspace administration, network infrastructure, computer deployment and maintenance, corporate email management, IT asset administration, user access control, and end-user support to ensure secure and uninterrupted business operations.

General Affair & Legal Manager

PT Lucky Textile Group – Cikarang (Textile Manufacturer) Nov 2022 – Jan 2025

Report to : Managing Director (Indian Expatriate)

Scope of Responsibility :

- Lead General Affairs operations across three manufacturing companies, ensuring operational excellence, business continuity, and regulatory compliance.
- Direct integrated facility management covering employee services, security, transportation, logistics, workplace facilities, and occupational health support for 900+ employees.
- Lead and develop a 46-member General Affairs organization (3 Supervisors, 7 Staff, and 36 Operators) to achieve operational excellence and service quality.
- Ensure full compliance with environmental regulations, statutory permits, and expatriate administration through effective governance and stakeholder management.
- Establish and maintain strong partnerships with government authorities, labor unions, and local communities to support sustainable business operations.
- Develop and implement KPIs, operational policies, and continuous improvement initiatives to enhance organizational performance and cost efficiency.

General Affair & Legal & Purchasing Manager

PT Pratama Abadi Industri – Garut (Footwear Manufacturer NIKE) May 2021 – Nov 2022

Report to : Director (Korean Expatriate)

Scope of Responsibility :

- Lead General Affairs operations for a large-scale manufacturing site supporting 8,000+ employees, ensuring operational excellence, regulatory compliance, and business continuity.
- Direct integrated workplace services covering facility management, employee welfare, security, transportation, logistics, occupational health, and workplace infrastructure.
- Lead and develop a 102-member General Affairs organization, driving service quality, operational efficiency, and continuous improvement.
- Manage procurement, vendor partnerships, expatriate administration, and operational support functions to optimize cost, quality, and business performance.
- Ensure full compliance with environmental regulations, statutory licensing, and corporate governance requirements, including AMDAL, PBG/IMB, Andalalin, RMCC, industrial waste management, and operational permits.
- Build strategic partnerships with government authorities, labor unions, local communities, and external stakeholders to support sustainable business operations.

- Lead industrial relations involving contractors and third parties while representing the company in coordination with Disnaker, Wasnaker, PHI, and Polda.
- Develop and implement KPIs, CSR initiatives, operational policies, and continuous improvement programs to strengthen organizational effectiveness and corporate sustainability.

Human Resources Development & General Affair Manager
PT Harvestindo Purnamatex – Cianjur (Textile Manufacturer) Nov 2017 – May 2021
Report to : Director (Indian Expatriate)

Human Resources Development & General Affair Department Head Sep 2014 – Nov 2017
PT Sinar Terang Logamjaya – Bandung (Automotive Manufacturer HONDA)
Report to : Director (Indonesian)

Human Resources Development & General Affair Supervisor Sep 2013 – Sep 2014
PT Dunia Daging Food Industries – Jakarta (Food and Beverages)
Report to : HRD & GA Coordinator

Personel and Payroll Staff Sep 2012 – Sep 2013
PT Lestari Mahaputra Buana – Padalarang (Pencil Manufacturer)
Report to : HRD Supervisor

IT Support Feb 2010 – Sep 2012
Butik Dukomsel – Bandung (Retail)
Report to : Team Leader

PPIC Staff Aug 2006 – Jul 2008
PT Intermoda Kusuma – Padalarang (Textile Manufacturer)
Report to : PPIC Supervisor

CORE COMPETENCIES

HR Leadership

- HR Strategy
- Talent Acquisition
- Performance Management
- Compensation & Benefit
- Industrial Relations

General Affairs

- Facility Management
- Government Relations
- Licensing
- Procurement
- Vendor Management

Business Operations

- Budget Planning
- Cost Reduction
- Compliance
- KPI Development
- Continuous Improvement

IT Administration

- Google Workspace Administration
- Network Administration
- IT Asset Management
- End-user Support
- Hardware & Software Troubleshooting

INDUSTRY EXPERIENCE

- Packaging Manufacturing
- Textile Manufacturing
- Automotive Manufacturing
- Footwear Manufacturing (NIKE)
- Food & Beverage
- Retail

TRAINING AND CERTIFICATION

- Certified Human Resources Management Professional
- Certified Human Resource Leader
- Certified Compliance & Legal Auditor
- Additional Certifications in General Affairs, Cost Management, Inventory Management, Legal Documentation and Legal Compliance.

EDUCATION BACKGROUND

- S1 Management – Cyber Asia University – In Progress (Online Class)
- S1 Hukum – Ilmu Hukum at Sekolah Tinggi Hukum Bandung – Incomplete
- D3 Teknik Komputer – Teknik Komputer Jaringan at Politeknik TEDC Bandung

ADDITIONAL INFORMATION

- Strong leadership with proven ability to lead cross-functional teams and manage large-scale HR & GA operations.
- Analytical, detail-oriented, and highly organized with strong problem-solving capabilities.
- Excellent negotiation, communication, and stakeholder management skills.
- Self-motivated, adaptable, and committed to continuous learning and professional development.
- Demonstrated ability to build positive relationships with employees, labor unions, government institutions, and external stakeholders.
- Holds valid Indonesian Driving Licenses (Class A & C); experienced in driving manual and automatic vehicles.

