

# TAVA MANGGAI

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## PROFESSIONAL SUMMARY

Over 16 years of accumulated experience in managing, consulting, organizational development, talent management and training delivery. Expert ability to assess business needs & deliver solutions with effective implementation methodologies.

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## EXPERIENCE

### **Head, Talent Management, 12/2021 - Current** **Malaysian Communication & Multimedia Commission**

- Designed and developed a comprehensive Talent Management strategy, process, and procedures in alignment with the Commission's strategic business goals.
- Developed and implemented a digital recruitment process to enhance recruitment cycle duration and bridge talent gaps.
- Conducted periodic reviews of the organizational structure and job analysis, evaluation, sizing, and person match to drive organizational design and effectiveness.
- Identified critical talent gaps and developed workforce plans to close the gap through strategic workforce planning, manpower rationalization, and succession planning.
- Reviewed, designed, and developed a competitive Total Rewards strategy for the Commission.
- Supported employee morale and well-being by developing positive practices centred on career development and job satisfaction.
- Monitored key recruitment metrics and targets, completing and presenting reports to management.
- Developed and drove end-to-end recruitment strategies including sourcing, pipeline building, candidate experience and early careers initiatives.

### **Head, Organization Development, 12/2019 - 12/2021** **Malaysian Communication & Multimedia Commission, MCMC**

- Developed and implemented a Data Driven Organization framework to integrate data and analytics into our business strategy, culture, and processes at all levels.
- Championed HR Digital Transformation initiatives, leading the automation and data-driven approach to HR operations.
- Revamped the Performance Management system by automating the appraisal process and aligning staff KPIs with business goals using Balanced Scorecard methodology.
- Created a Leadership Development Framework and delivered tailored programs for High Potential Talents, Middle Management, and Top Management.
- Designed a Functional Competency Development Framework and collaborated with business units to identify competency gaps, recommending solutions through Individual Development Plans.
- Cultivated a culture of engagement, development, and high performance through a systematic and strategic approach.



## CONTACT

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## CORE QUALIFICATIONS

- Job Evaluation (Hays)
  - Total Rewards Design
  - Performance Management & Balanced Scorecard
  - Advanced Data/ Business Analytics
  - Machine Learning
  - SQL Database
  - Programming (R & Python)
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## ACHIEVEMENTS & AWARDS

- Best Talent Acquisition Team, LinkedIn Talent Awards 2023
- Bronze in Excellence in Leadership Development (HR Excellence Awards 2022)
- 2nd Runner-Up for Most popular graduate employer of the year 2022 (Gov & Regulatory Bodies) and Top 30 Employer of Choice by Grad Malaysia
- Gold Award for Employer of Choice (Public Sector) by MIHRM
- Brandon Hall Awards 2022 (Global) – Best Advance in Technology for Virtual Classroom or Conferencing Technology (Bronze)

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### **Technical Consultant & Resource Manager, 02/2011 - 07/2018**

#### **Huawei Technologies**

- Consulted with professionals across diverse industries, conducting gap analyses in business operations and technical capabilities of employees.
- Managed consulting projects encompassing Technical Competence Consulting, Organizational Level Digital Transformations, Network Infrastructures, Talent Assessment & Acquisition, among others.
- Assessed existing business practices, identifying opportunities for innovation and providing tailored recommendations for improvement.
- Conducted comprehensive studies, analyzing historical and current data to present new solutions to clients and stakeholders.
- Implemented progressive tools and technology enablers that will improve effectiveness of training delivery (e- Learning, Web Based, Live Teleconference Trainings).
- Evaluated current training practices, suggesting best practice improvements.
- Successfully delivered 100+ technical trainings in 30+ countries with great feedback from clients and partners worldwide.

### **Training & Conference Manager, 02/2008 - 01/2011**

#### **CoreVentus Malaysia**

- Developed and executed strategic plans for learning and development programs, ensuring their successful implementation and maintenance.
- Conducted Training Needs Analysis (TNA) for senior level executives, designing training programs in alignment with the organization's vision and mission.
- Provided consulting services to key business leaders, leveraging innovative conferences and training programs to drive strategic business direction.
- Provided expert guidance on the most effective learning and development initiatives.

### **Conference & Training Producer, 08/2006 - 01/2008**

#### **Marcus Evans**

- Spearheaded the production of conferences and training programs tailored to meet the unique needs of the telecommunication sector.
- Ensured the profitability of events by developing and controlling budgets, optimizing costs, and maximizing revenues.

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## **CERTIFICATIONS**

- Certified Rewards Professional
  - Certified Tableau Desktop Specialist
  - SAS Professional Certificate
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## **EDUCATION**

**Master of Science, Data Science & Business Analytics, 2019**

**Asia Pacific University of Technology & Innovation**

**Bachelor of Engineering, Electrical (Telecommunication), 2006**

**Universiti Teknologi Malaysia**