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SHEIKH IZHAM RAZAK

PROFILE

A Dynamic Regional Learning and Development Manager with a strong sense of developing talent and nurturing a culture of sustainable learning implementations. Highly proficient in conducting needs analysis, while underlining comprehensive development strategies that meet the needs of diverse audiences.

EDUCATION

**Bachelor of Science in
Business Administration**
California State University,
Sacramento USA
December 1996

KEY SKILLS

- Staff training, mentoring and coaching
- Psychometric Tools
- Budgeting
- WorkDay & Peoplesoft
- Python Programming
- Microsoft Office Suite of applications
- Google Suite

WORK EXPERIENCE

South Asia COE Learning and Development Manager
Huntsman GBS | Sunway, Malaysia 2022-2024

Tailored centrally deployed leaning solutions to fit country specific development, cultural and business needs. Facilitate workshops and coaching sessions through collaborations with Business Partners within the region. Synchronize learning content, technologies and certifications with the central team in ensuring consistency and standardization of development practices.

Capability Advisor
BP GBS | Kuala Lumpur, Malaysia 2017-2020

Deployed various Digital learning opportunities and coached learners in achieving their development goals. Designed virtual and face to face workshops for global Organizational Development and Induction roll-out. Facilitate Team Alignment activities in collaboration with Change Management agenda. Conducted phone screening and behavioral interviews to assess candidate qualifications, abilities and cultural fit for various roles within the organization. Led Interview panel discussions for consistent interview scoring and calibration purposes.

CERTIFICATIONS AND ASSESSMENTS

- Korn Ferry
- DiSC
- MBTI
- Thomas PPA
- Firo-B
- Situational Leadership
- Common European Framework

AI TOOLS

- Chat GPT
- Hey Gen
- Perplexity
- Eleven Lab
- In Video
- Canva
- Ideogram
- Gamma
- Render Net
- Suno

ACTIVITIES AND INTERESTS

- Travel
- Paragliding
- Photography and Videography
- Hiking
- Cooking

Managing Consultant

Direct Results APAC Consultancy | Petaling Jaya, Malaysia
2014-2017

Built and managed sales funnel through effective networking and partnership collaboration with clients.

Leadership and OD Manager

Affin Bank | Kuala Lumpur, Malaysia 2011-2014

Launched different degrees of Leadership Development solutions targeting Assistant Managers, Middle Managers and Senior Management. Designed and conducted quarterly Change Management workshops. Mentored Management Trainee early career skills development.

Facilitator

Zubedy | Kuala Lumpur, Malaysia 2008-2010

Facilitated Change Management and Customer Service solutions for clients.

Leadership and Management Training Manager

HSBC GBS | Cyberjaya, Malaysia 2003-2008

Aligned development solutions with the needs of the business strategies through regular employee engagement and project migration updates. Managed workshop deployment and Trainer's optimization through annual capacity planning and budgeting. Interviewed and assessed English proficiency of interviewees through assessment tools.

Maintained customer service standards of call center team members through product and process training and call coaching interventions.

Instructor

NH Computer Learning Center | PJ, Malaysia 1999-2003

Facilitated software, systems and network training

Customer Service Representative

E*trade Securities | California, USA 1998

Handled customer queries on policies, procedures and market sentiments.