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**ORGANIZATIONAL DEVELOPMENT LEADER  
Talent Management / Strategy / L&D / HR / End-To-End Transformations**

Award-winning HR and Organizational Development Leader with over 14 years of diverse experience in delivering strategic HR initiatives that align with business objectives to drive organizational growth and transformation. Known for creating impactful leadership development programs, fostering employee engagement, and enhancing organizational culture. A trusted advisor to senior leadership, recognized for transforming HR from an administrative function into a strategic partner that supports long-term business goals. Proven success in building high-performance teams, improving internal collaboration, and implementing innovative communication frameworks that strengthen cross-departmental alignment. Adept at leading change management efforts, guiding talent development, and establishing a culture of continuous improvement. Consistently recognized for delivering results that enhance organizational effectiveness and position HR as a critical driver of success.

**CAREER HIGHLIGHTS**

* **Awarded HR Excellence Award 2024 – Excellence in HR Communication Strategy**, recognized for developing a comprehensive communication framework that improved engagement, transparency, and collaboration across the organization.
* Spearheaded **Mizuho Malaysia’s first Graduate Trainee Program**, from conceptualization to execution, establishing a structured pathway for developing future leaders and improving internal talent pipelines.
* Led the successful hybrid work transition, which earned the company the **HR Excellence Award 2023 – Excellence in Hybrid Working**, enhancing flexibility and operational efficiency across departments.
* **Increased employee engagement by 33%,** through a complete redesign of the engagement framework, improved onboarding experience, and introduction of employee-led initiatives.
* Played a key role in the **APAC Culture Transformation Initiative**, securing **Mizuho Malaysia’s first APAC Spotlight** session for a successful project rollout.

**SKILLS & EXPERTISE**

Organizational Development / HR Management / HR Strategy / Learning & Development (L&D) / Leadership Visioning /

Talent Development / Project Management / Program Management / Communication & Reporting

Talent Management / Change Management / HR Analytics

**PROFESSIONAL EXPERIENCE**

**◤** Mizuho Bank (Malaysia) Berhad **2022 – Present**

**Manager, Organizational Design & Development**

* OD, People and Culture Advisory
  + Serve as a key consultant on people and culture-related matters, driving strategic decision-making and fostering a strong HR partnership with senior leadership.
  + Developed and implemented comprehensive OD, People and Culture strategies, including talent management, leadership development, and engagement plans, tailored to support business objectives and drive sustainable growth.
* HR Communication Strategy
  + Won the **HR Excellence Award 2024 – Excellence in HR Communication Strategy** for leading a comprehensive HR communication strategy that improved clarity, consistency, and stakeholder engagement across multiple departments.
  + Designed and executed communication frameworks that supported change management initiatives, increasing employee understanding and alignment with organizational transformations.
  + Published the **first Engagement and Inclusion Report for Mizuho Bank Malaysia**, communicating key actions taken in response to employee feedback, which significantly boosted employee satisfaction and engagement across the organization.
  + Appointed by the Mizuho Group (Tokyo) Communication and Branding department as the **Communication Liaison for Mizuho Malaysia**, serving as the key point of contact for all external communications, ensuring consistency with corporate branding and messaging.
* Talent Management & Leadership Development
  + Managed the **APAC Leadership Management Framework**, a structured leadership program aimed at developing future leaders within the organization.
  + Design, develop and implement mission-specific learning programs throughout Mizuho Malaysia, enhancing workforce capabilities and fostering a culture of continuous learning.
* Employee Engagement Initiatives
  + Designed, developed, and launched **Mizuho Malaysia’s first Employee-led Working Group**, empowering staff to take ownership of organizational improvements and foster collaboration.
  + Enhanced the employee onboarding experience, improving overall engagement and fortifying compliance culture by integrating compliance principles into the onboarding process.
* Diversity, Equity, & Inclusion (DEI) Initiatives
  + Coordinator for Malaysia’s DEI Initiatives, driving local strategies that supported regional DEI goals, including successfully establishing an in-office prayer room for local staff.
  + Played a key role in Mizuho’s APAC Culture Transformation Working Group, leading the rollout of the APAC culture transformation initiative in Malaysia and securing Mizuho Malaysia **the first Mizuho APAC Spotlight recognition** for a successful DEI project implementation.
* Graduate Recruitment & Development
  + Led the design, development and implementation of **Mizuho Malaysia’s first Graduate Trainee Program**, overseeing every aspect from conceptualization to execution, establishing a structured recruitment and development process for emerging talent.
* Employee Advocacy Strategy
  + Improved Mizuho Malaysia’s JobStreet employer rating from **2.6 to 3.6** by enhancing the overall employee engagement and organizational transformation initiatives, building a strong employer branding, and establishing Mizuho Malaysia as an Employer of Choice.
* HR Change Management
  + Transformed Mizuho Malaysia’s HR function from a primarily administrative role into a strategic partner, enhancing its visibility and impact within the organization, across the region, and on a global scale.
  + Established a strategic HR presence, aligning HR objectives with long-term business goals, improving organizational effectiveness, and contributing to making Mizuho the Best Place to Work.
  + Won **Mizuho Malaysia’s first external recognition**, the **HR Excellence Award 2023 – Excellence in Hybrid Working**, recognizing the strategic HR partnership and coordination within the bank that drove the successful implementation of the hybrid work model.
* Corporate Wellness Initiatives
  + Championed corporate wellness by launching Monthly Wellness Activities at Mizuho Malaysia, promoting employee health and well-being through a series of fitness and mindfulness programs.

**◤** Wasco Energy Group of Companies **2021 – 2022**

**Senior Manager, Group Learning & Development**

* Group L&D Transformation – Redefining Group L&D’s role from shared service to a centre of excellence model.
* Strategic Learning Partner – Partner with VPGHR, HRBPs, and business leaders to identify, design, and implement talent and development strategies to meet the current and future organizational strategic objectives.
* Scaling L&D - Increase the eLearning portal utilization rate from 8% to 100% in 8 months by creating Wasco’s mission-driven learning content, improving learner experience and engagement with minimal operational interruption.
* L&D Analytics – Establishing a new system and process for tracking and monitoring all Learning and Development activities within the Wasco Energy Group and administering the DSS Learning Management System for all DSS eLearning rollout.
* HR Digitalization – Lead the change management and implementation of Wasco’s new digital performance appraisal form. Streamlining the HR employee data management flow. Partner with Group Digitalization to develop an HR dashboard on Group Talent Initiatives.
* L&D Advisory – Designing bespoke learning and development solutions for all levels of leadership. (i.e., Graduate Programs, Senior Leadership Development Program)
* Global Talent Management Policies – Review, update and standardize the group talent management policies and practices across all business units (i.e., Group Learning & Development Policy, Group Performance Management Policy, Employee Onboarding Process). Introduce and implement a new continuous performance management system and policy for Wasco, incorporating Performance Monitoring and Performance Coaching to the existing Goal Setting and Performance Review framework.
* Change Management – Managing change and stakeholders in ensuring the successful implementation of all new systems, processes and practices.

**◤** MindSpark Consulting Sdn Bhd **2015 – 2021**

**Principal Consultant**

Provided valued advising to small and medium enterprises across HR, leadership, and change management, gaining numerous referrals due to complete client satisfaction.

* Constructed comprehensive leadership development programs from project conception to post-training follow-up coaching, gaining a reputation as an industry thought leader.
* Delivered leadership development programs as a trusted delivery partner for Aon Hewitt, which later became Kincentric, providing high-quality leadership training and development services to clients across various industries.
* Actively supported young talent and contributed to industry growth as a delivery partner for the Asian Banking School FSTEP Program and the Yayasan Peneraju Nurture and Development Program, helping to shape young graduates and future leaders through workplace readiness development initiatives.
* Collaborated with numerous consulting firms on a project basis, delivering HR consulting services in areas such as leadership development, talent management, and change management.

**Additional Experience**

Jack Tan Consulting, HR Consultant, 2014 – 2015

CIMB Bank Berhad, Business Analyst, 2013 – 2014

UOB Malaysia Berhad, Credit Risk Manager, 2010 – 2013 (UOB Management Associate Program 2010)

**EDUCATION & CERTIFICATIONS**

**HELP University**

Master of Human Resource Development (MHRD)

**Nilai University**

Bachelor of Arts (Hons) in Accounting and Finance

**Certifications**

Associate Professional in Human Resources – International (aPHRi) / Certified Coach (Coach Masters Academy) / Certified Management Consultant (Management Consulting Institute) / EQ-i2.0 & EQ360 Certified Assessor (Kandidata Asia) / Certified Trainer (Human Resource Development Corporation)

**TECHNOLOGY & TECHNICAL SKILLS**

*Microsoft Office (Word, Excel, PowerPoint, Outlook) / InVideo.io / DSS Learning Management System*

**LANGUAGES**

English, Bahasa Malaysia

**INTERESTS**

*Pro bono training & consulting, coaching, and training for non-profit organizations*