

Pearly Chong



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Education

Jan 2003 - Dec 2005

■ **Bachelor of Business Administrations (Hons)**
Universiti Tunku Abdul Rahman, Selangor
First Class Honours

Employment

Nov 2024 - Present

■ **Senior Manager, Talent Management, Center of Competence, APAC**
B Braun Medical Industries Malaysia Sdn Bhd, Petaling Jaya
Industry Healthcare Industry
Specialization HR Learning & Development, COC, APAC
No. of employee 16,000 staff
Reason for looking out Misfit of culture

Roles& Responsibilities

- Act as the first point of contact for regional HR leads in providing expert advice when required.
- Roll-out regionalized cultural program and support HR competency center initiatives for targeted employees in alignment with Core Competency Framework developed by Corporate HR.
- Lead the Learning Management System migration into Success Factor. Ensure the validated learning data is migrated into Success Factor to meet audit requirement.
- In-house facilitator for program developed in Asia Pacific region and corporate program to be cascaded to targeted employees at regional level.
- Lead and facilitate Leadership and Development interventions and ensure alignment between the framework, curriculum and competencies of B Braun.

Nov 2020 - May 2024

■ **Senior Manager, HR Solutions, Talent Management and Learning, APAC**
Edwards Lifesciences, Kuala Lumpur
Industry Medical Device/Healthcare
Specialization Talent Management, L&D
No. of direct reports 6 pax (Japan, China, Singapore, Malaysia)
No. of employee 3,500 staff
Reason for leaving Career Break

Key Achievements:

1. Set up and built a high-performing regional Talent Management and Learning team for APAC region
- 2.Transform the Learning&Development Organisational Model from local-in country focused to APAC regional structure by harmonizing local country training program and mapped out regional training program for APAC to drive economies of scale and standardization in capabilities building
- 3.Led the piloted Regional HiPotential Development Program to upskill

- the talents in APAC to enhance bench strength (up to Director level)
- 4. Strategised the Talent Development Strategies for different talent pools in the region such as Individual Contributors, HiPo, First Time Managers, and Key Talents
- 5. Successfully built successor for my role. Top management promoted my next in line to succeed my role

Roles & Responsibilities

Leadership Management/Stakeholder Management:

- Strategise the HR Solutions Talent Management & Learning activities for 9 countries across APAC region, namely Japan, Greater China, Singapore, Thailand, Korea, India, Australia, New Zealand and Malaysia.
- Lead a team of 6 direct reports, based out of Greater China, Japan, Singapore and Malaysia.
- Maximised the strength of my team members and cultivate continuous improvement in the team to provide the best-in-class learning experience for the region
- Establish strong partnership among Regional Business Unit Heads to support their departmental learning & development and talent management needs
- Partner with Country HR, COE, and BU to deliver talent development solutions based on local business needs.

Talent/Hi-Potential Development:

- Drive the HiPo development programme (a 8-month learning journey) to uplift the talents' capabilities to enhance the bench strength in the APAC organisation
- Engage proactively with talents to foster their commitment to learn during the 8-month learning journey. Be the sounding board for the talents if they face any challenges and to share their Learning Report Card back to their line managers
- Partner strategically with Senior Leadership Team (SLT) in APAC to drive the development of the HiPo in the form of mentoring, and business case sponsoring
- Measure the effectiveness and ROI of HiPo development interventions
- Deploy the learning interventions for different categories of talent pools such as Individual Contributor, Hi Potential, First time manager and Key Talents

Learning and Development:

- Oversee the Talent Management & Learning service delivery operations, while driving a positive learner experience
- Lead the implementation and execution of Global Program at local and regional level in a consistent manner to build positive learner experience
- Lead and build the Learning & Development strategy in APAC based on development needs analysis, competency gap, and business needs

Talent Management and Learning Operations:

- Ensure knowledge articles are up to date in HR portal site to ease employees' inquiries on FAQs.
- Utilize technology, continued process improvements, and data to enable informed decision making to establish a robust service catalogue.
- Partner with Center of Expertise Practice Leaders, Center of Expertise Program Owners, and other HR Solutions locations/hubs to design consistent processes, reports, dashboards, and analyses to support achievement of HR and Center of Expertise strategies.
- Support the operationalization of new services and facilitate effective

Nov 2015 - Nov 2020

- transition of knowledge/work from HRBP and Center of Expertise functions to global/regional HR shared services teams.
- Guarantee adherence to all policies, procedures, and practices, with recommendations for action and continuous improvement.
- Leverage on Workday to generate Learning data and dashboard for the region.

Manager, HR Talent, Learning and Development

AIA Shared Services Sdn Bhd, Cyberjaya

Industry	Banking / Financial Services
Specialization	Training & Development
No. of employee	1,450 staff
Reason for leaving	Offered a regional role

Key Achievements:

- 1.Built strong insurance functional capabilities at enterprise level by fostering a strong learning culture in pursuing LOMA professional exam
- 2.Cultivated a strong and transparent performance conversation culture by uplifting the People Manager's Coaching Skill
- 3.Trainer for AIA regional programs to strengthen the capabilities of both People Managers and Individual Contributors

Roles& Responsibilities

Talent Development:

- Support identification and development of N-2 (EXCO's successor) and N-3 HiPo through the Organisational People Review process that includes evaluating hi-potential, calibration approach, and the facilitation of leadership discussions during the quarterly Talent Review Process.
- Support the management in identifying bottom 20% and drive quarterly people review on the performance intervention plan to bridge the performance gap.
- Drive high performing culture by continuously educating the organization on the performance management and effective 1:1 coaching conversation.
- Partnering with the Business Unit Heads in developing the high potential by crafting out the development plan using 70:20:10 model.

Employee Engagement:

- Drive staff engagement by leveraging on Gallup measurement and by conducting skip-level meeting with CEO.
- Educate new hirer the importance of Employee Engagement towards building a high performing organisation during New Hire Induction.

Capabilities Building:

- Continuously strengthen the company's People Capabilities by conducting regular Employee Development Impact Plan (EDIP) with HODs to align employee development needs with the Company Strategies and requirements of the future organization.
- Act as the Learning Business Partner for the entire organization in the area of People Development and hold regular meetings to ensure that learning needs are current.
- Drive continuous Learning Culture to ensure that the staff are up to the market standard by promoting Professional Education such as LOMA exam
- Implement Structured Learning framework by job role with reference to the critical capabilities framework designed by Group HR.

- Strengthen the company Middle Management Team's People Capabilities by delivering AIA Group Programmes and localise the context to meet business needs such as:
 - o Corporate Induction Programme
 - o Best of Me (focusing on MBTI)
 - o AIA Manager Series
 - o People Manager Accelerator Programme (PMAP)- Structuring Accountabilities
 - o People Manager Accelerator Programme (PMAP)- Energising Change
 - o People Manager Accelerator Programme (PMAP)- Engaging with Care & Respect
 - o People Manager Accelerator Programme (PMAP)- Influencing without Authority
- Collaborate with local learning solutions providers to deliver local in-house programs that arise from development needs

Learning Operations

- Continuous review of Training Registration processes that includes the utilization of technology such as the Learning Management System platform to streamline administrative activities
- Continuous review of the professional development policies to ensure that accurate guidelines are consistent with the professional bodies' guidelines
- Review and analyse learning data to produce impactful learning analytics that reflect market practices to provide better interpretation for our local business decision making
- Conduct learning evaluations for key learning and development programs through Kirk Patrick's Level 1-3 Post Learning Evaluation
- Generate Post Learning evaluation report and to work on improvement plan.
- Work with Group HR Digital Learning team to explore innovative technology to drive stronger Learning Culture
- Pro-actively collect Post Learning feedback from the Business to evaluate training effectiveness and to assess external training vendor effectiveness.

Nov 2014 - Nov 2015

Manager, Global Training and Development

Johnson Electric Group, Hong Kong

Industry	Mechanical Engineering
Specialization	Training & Development
No. of employee	10,000 staff
No. of direct reports	3 pax (Hong Kong, China)
Reason for leaving	Back to Malaysia for good

Key Achievements:

1. Designed and developed the pilot Global Cultural Change Program
- 2.Master trainer for Global Cultural Change Program and built internal trainer pool through Train-the-trainer sessions
- 3.Deployed the Cultural Change Program to Greater China and Europe region

Roles& Responsibilities

Leadership Management

- Manage supervisory training team with 3 direct reports to meet the business needs
- Develop and roll out supervisory training programs for manufacturing line leaders.

Global Cultural Change Program

- Designed and developed Global Cultural Change Program to drive stronger employee engagement and sense of belonging to the organisation.
- Master trainer for Global Cultural Change Program and coach other trainers to be certified in this program via trainer-the-trainer process.
- Deployed and rolled out Global Cultural Change Program to Greater China senior leadership team and Europe region.

Learning and Development

- Develop and implement staff development policies and drive performance that results in a world-wide climate where Continuous Improvement is the dominant value.
- Interact with business leaders to determine learning objectives, develop format and outcomes.
- Integrate from the corporate level different training initiatives and development programs with regional human resources teams.
- Select, manage and partner with external vendors on design and delivery of training programmes to cater to business needs.

Aug 2011 - Oct 2014

Senior Leadership and Management Trainer

HSBC Software Development(Malaysia)Sdn Bhd, Kuala Lumpur

Industry	Banking / Financial Services
Specialization	Training & Development
No. of employee	650 staff
Reason for leaving	Offered a job in Hong Kong

Roles& Responsibilities

- Senior Leadership&Management Trainer providing training&development intervention for HSBC staff from India, China, Malaysia, Philippines and Brazil
- Learning and Development Consultant to Business Heads in the Organisation to bridge the Learning Gap
- Plan, design, develop, and deliver training programmes based on the Training Needs Analysis of the company and align programmes to its corporate strategy
- Deliver HSBC Group soft skills program:
 - o Corporate Induction Programme
 - o Stakeholder&Relationship Management,
 - o Performance Management
 - o Communications in both written and spoken format
 - o Staff Personal Effectiveness
 - o Influencing&Persuading Skills
 - o Influential Negotiation Skills
 - o Coaching Courses
 - o Leadership Programme
 - o Interviewing Skills
 - o Teambuilding
 - o Psychometric Profiling Tool such as DISC and MBTI
- Plan and schedule monthly training calendar to suit business' needs
- Evaluate effectiveness of learning&development interventions to ensure alignment with corporate strategies and direction
- Execute process improvement initiatives to enhance efficiency of Learning&Development function within the organisation
- Manage and control training costs within training budget

Jul 2009 - Jul 2021

- Source and engage external training provider to meet identified training plan
- Project Manager for any Learning Project or Initiatives in the Organisation to ensure end to end Learning Project Management
- Implement and support Regional/ Global learning initiatives
- Organise and plan Company's Annual Events such as Festival Celebration, Annual Dinner, Team Building and other staff engagement activities

HR Softskills Trainer

Fuji Xerox Asia Pacific Pte Ltd, Kuala Lumpur

Industry Document Processing
Specialization Training & Development
No. of employee 600 staff

Roles& Responsibilities

- Soft skills trainer for Fuji Xerox who provides staff training in Head Office and 5 other branches nationwide
- Act as a Training Consultant on all training-related matters in the Organisation
- Conduct Training Needs Analysis (TNA) of the national staff force (650 staff) to develop new training programs as and when required to suit Business Need
- Plan and decide on nationwide training calendar
- Develop, organize and enhance training programs, classes and materials
- Conduct Post Training Evaluation and review relevant training evaluation report to analyse area of improvement to ensure maximum learning effectiveness through the employment and enhancement of various learning approaches
- Initiate, develop and implement overall Talent Management & Development Program to ensure that all projects are implemented according to the agreed scope, budget, timeline and the support from Managing Director
- Liaise with external training providers to fulfill the training needs of the staff
- Work across regionally with associates from different geographical locations such as Singapore, Korea, Japan, Singapore, Malaysia and etc
- Deliver soft skills programs such as:
 - o Corporate Induction Programme
 - o Communications
 - o Time Management
 - o Customer Service
 - o Teambuilding
 - o Neuro-Linguistic Programming (NLP) Training

May 2008 - Jun 2009

Agency Trainer

American International Assurance Bhd (AIA), Kuala Lumpur

Industry Insurance
Specialization Agency Training & Development
No. of agency force 10,000 agents

- Trainer for New Agents Training Program consisting of basic licensing programs (PCE A & C, PCE B and CEILI), agents contracting program (BEST), Agents Development Seminar (9 weeks) and Product Training Product (Traditional, Personal Accident, Investment-linked) in both English and Mandarin
- Host agency activity or function including planning, executing and emceeing

- Encourage and promote the enrollment of courses and the use of all agency tools
- Build strong relationship with agents, monitor their sales&productivity, and provide necessary business support to boost sales
- Post training monitoring in agency activity ratio and activity management
- Conduct Product Training to national CIMB Aviva Agents (300 agents) under the collaboration project between AIA and CIMB Aviva
- Participate in divisional and company level internal projects and ad-hoc business activities

Jan 2006 - Apr 2008

Administration Executive&Process Trainer
Prudential Services Asia, Kuala Lumpur

Industry Insurance
Specialization Operations Cum Training
No. of Employee 700 staff

Roles& Responsibilities

·Conduct On Job Training (OJT) for all new hires in the department to ensure Service Level Agreement (SLA) requirements are met·Prepare training manuals and powerpoint slides, deliver the process training for both internal and cross departmental staff·Manage training logistics such as reservation of training rooms, loan of projectors, and liaise with IT department on creation of System IDs for new staffs to ensure smooth delivery of trainings·Manage daily operations by ensuring the set service standard and quality checks on work presentation are adhered to·Respond to enquiries and meet customer expectations from Singapore·Record, produce and prepare any statistics and information required by the Managemen·Support supervisor to continuously review processes, identify and resolve service gaps through constructive feedback, and implement process improvements where appropriate·Provide coaching to new hire to ensure they complete necessary process training·Monitor the progress of new hire and report to their line mangers·Act as liason for cross-departmental colleagues for any business enquiry

Skills

Training and Development

Coaching

Hi Potential Development

Regional Stakeholder Management

Remote Team Leadership

Employee Engagement

Languages

English

Mandarin

Cantonese

Bahasa Malaysia

Certificates

2009

National Federation of Neuro-Linguistic Programming
 Basic Practitioner of NLP, Certification

2011

Corporate Coach Academy, Malaysia
 ICF-ACTP Professional Certified Coach Program

2012

- **CPP Asia Pacific Pty Ltd, Singapore**
MBTI Step I and Step II certification

2022

- **The Ken Blanchard Companies**
Trainer the trainer SLII certification

2023

- **Korn Ferry**
Korn Ferry Leadership Potential Assessment Certification

Achievements

2018: LOMA Excellence in Education Award
2017: LOMA Excellence in Education Award
2014: Diversity Ambassador, HSBC
2013: Champion in Company Annual Dinner Staff Performance Competition, HSBC
2012: Champion in Company Annual Dinner Staff Performance Competition, HSBC
2008: Champion Team in AIA Got Talent Competition, AIA
2006: Awarded for the Best Accuracy (Team) for July, August, October, November, and December
2006: Prudential Services Asia Sdn Bhd. 2006: Awarded in the Great Performer Award (Highest Productivity) for August, September, October, November, and December 2006, Prudential Services Asia Sdn Bhd.

References

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