

## **JULIANA JOHARI TAN**

### **Bachelor in Business Administration (BBA) – Finance**

Universiti Utara Malaysia, Graduation Year: 2000

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Location: Kuala Lumpur, Malaysia

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## **PROFESSIONAL SUMMARY**

Results-driven customer service professional with 24 years of experience in stakeholder management, project risk management, marketing communications, and customer relations. Recently appointed as Senior Manager, Risk Management at WCT Berhad, leading enterprise and project risk governance initiatives. Over the past 13 years, specialized in managing large-scale infrastructure projects, including MRT and RTS Link developments. Certified Lead Auditor for ISO 39001, with a strong commitment to road safety and compliance. Skilled in building relationships, mitigating risks, and ensuring seamless project execution.

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## **CORE COMPETENCIES**

- Stakeholder Engagement & Management
  - Enterprise & Construction Risk Governance
  - Project Risk Assessment & Mitigation
  - Crisis Communication & Conflict Resolution
  - Road Traffic Safety Management (ISO 39001)
  - Regulatory & Compliance Coordination
  - Public Relations & Community Outreach
  - Project Documentation & Reporting
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## **PROFESSIONAL EXPERIENCE**

### **WCT BERHAD**

#### **Senior Manager, Risk Management**

(August 2025 – Present)

#### **Responsibilities:**

- Lead enterprise and project risk governance framework, aligning with corporate objectives and regulatory standards.
- Develop and implement risk registers, policies and reporting structures across divisions.
- Provide advisory to senior management on risk appetite, mitigation strategies, and compliance with industry best practices.
- Conduct risk workshops with risk owners to identify, assess and address key risks across projects and divisions.

- Prepare comprehensive risk reports for Management and the Board Risk Committee, ensuring informed decision- making.
  - Manage daily operations of the Risk Management unit.
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## **GADANG ENGINEERING (M) SDN BHD**

**Manager, PR & Stakeholder Management & Construction Risk Management**  
(October 2012 – July 2025)

### **Projects:**

- **Projek Rapid Transit System Link (RTS LINK) – Johor Bahru to Singapore**
- **Projek Mass Rapid Transit (KVMRT) – SBK & SSP Lines**

### **Key Achievements & Responsibilities:**

- Led strategic **stakeholder engagement initiatives**, ensuring seamless communication with government bodies, local councils, residents, and businesses to facilitate project approvals and compliance.
  - Managed **construction risk assessment workshops**, proactively identifying, mitigating, and documenting risks to ensure project timelines and objectives were met.
  - Played a pivotal role in obtaining **ISO 39001:2012 Road Traffic Safety Management System certification** for the organization, working closely with the HSE team.
  - Directed **Traffic Management** operations, overseeing the implementation of approved Traffic Management Plans (TMPs) to ensure public and worker safety.
  - Facilitated monthly **risk workshops** with clients, ensuring a closed-loop process for risk identification, treatment, monitoring, and resolution.
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## **SILVERLAKE GROUP**

(February 2006 – October 2012)

**Senior Consultant | Consultant | Marketing Support Executive**

### **Key Responsibilities & Achievements:**

- Managed proposal development for **major banking and financial institutions**, including Maybank Core Banking and Bank Negara Malaysia.
  - Led project documentation for **OCBC Shanghai and ePetrol**, ensuring compliance with international standards.
  - Coordinated with internal stakeholders, contributing to the success of **corporate events, exhibitions, and press conferences**.
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## MISC AGENCIES SDN BHD (MISA)

(July 2004 – January 2006)

### Customer Relations Management Executive (Marketing)

#### Key Responsibilities & Achievements:

- Developed and maintained strong **client relationships**, engaging with senior government officials and corporate executives.
  - Spearheaded **customer service strategy improvements**, addressing key feedback to enhance client satisfaction.
  - Organized corporate events, including the **MISA Hari Raya Gathering**, attended by over 1,000 stakeholders.
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## MAXIS MOBILE SDN BHD

(July 2001 – July 2004)

### Acting Executive | Customer Care Consultant

#### Key Responsibilities & Achievements:

- Managed high-level **customer service operations**, addressing escalated cases related to billing, network, and service promotions.
  - Led a **team performance monitoring initiative**, ensuring department-wide achievement of KPIs.
  - Played an instrumental role in organizing the **Maxis CS Convention** for customer service professionals nationwide.
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## CERTIFICATIONS & TRAININGS

- **Certified Lead Auditor – ISO 39001:2012 Road Traffic Safety Management System (NIOSH)**
  - **ISO 39001:2012 Internal Auditor Training**
  - **ISO 39001:2012 Interpretation & Implementation Training**
  - **Pengurusan Risiko Dalam Projek Pembinaan**
  - **Safety Passport Plan – CSCS Training**
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## EDUCATION

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## LANGUAGES

- English (Fluent)
- Malay (Fluent)

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## REFERENCE

Available upon request.