

II. TRAINER PROFILE

TRAINER

HRDC Certified Trainer

Nationality: Malaysian

Language: English

- MBA
- Author
- ITIL® Expert
- SDI Certified
- PeopleCert Approved Trainer
- HRD Corp Accredited Trainer

TRAINER is a highly experienced international trainer, consultant and author with over **34 years** of exposure in diverse management roles in multinational organizations such as IBM, CSC, ERICSSON Global IT Services, Atos Origin, VADS and AT&T Global Network Service.

He possesses a wealth of knowledge and expertise in IT Service Management and has a proven track record of delivering impactful and engaging training sessions, as well as providing insightful consultancy services to clients in Malaysia, Singapore, Philippines, Thailand, Indonesia, Middle East, India & New Zealand since 2008.

Trainer is a **PeopleCert ITIL Approved Trainer and Maturity Model Assessor**. He is also a registered trainer with HRD Corp, an agency under purview of the **Ministry of Human Resources (MOHR), Malaysia**. With strong communication and interpersonal skills, Trainer is able to connect with diverse groups of individuals and create a positive learning environment. He is able to design and deliver customized training programs that meet the specific needs of clients in the areas of management, leadership, customer service, quality and service improvement, ensuring their goals and objectives are met.

Trainer has a deep understanding of **ITIL best practice framework and SDI Professional standards** and is able to apply this knowledge to provide practical solutions and advice to clients. He is passionate about helping organizations and individuals achieve their full potential and is committed to ongoing professional development to stay current with the latest trends and industry best practices. He is also a contributor to the development of SDI professional standard v8 and a member of the International Standards Committee for Service Desk qualifications. Whether working with large corporations or small businesses, Trainer consistently receives high praise for his ability to transfer knowledge, build confidence, and drive results.

He is an innovative and results-driven trainer and consultant who consistently exceeds expectations and delivers value to clients.

ACADEMIC BACKGROUND

Master of Business Administration Perdana University, Malaysia Postgraduate Certificate in Business Administration Anglia Ruskin University, UK International Diploma in Computer Studies National Computing Centre, UK PROFESSIONAL CERTIFICATIONS

- SDI
- Service Desk Manager Certificate
- ITIL® 4 Foundation Certified
- ITIL® 4 Managing Professional
- ITIL® 4 Practitioner: Incident Management
- ITIL® Service Operation Certificate
- ITIL® Service Transition Certificate
- ITIL® Continual Service Improvement Certificate
- ITIL® Foundation Certificate in IT Service Management
- Information Security Foundation based on ISO/IEC 27002
- Cloud Computing Foundation Certificate
- CyberSAFE Certified
- SDI Service Desk Analyst Certificate
- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Practitioner: Service Desk
- ITIL® Expert Certificate in IT Service Management
- ITIL® Service Design Certificate
- ITIL® Service Strategy Certificate
- ITIL® Managing Across the Lifecycle Certificate
- Foundation Exam in IT Service Management according to ISO/IEC 20000
- Certified Integrator in Secure Cloud Services
- Green IT Citizen

TRAININGS & SHORT COURSES ATTENDED

- Train the Trainer – Success Resources
- Management Development Program 1 – Atos Origin Singapore
- Team Building for High Performance Teams – Rayguide
- High Impact Leadership – Rayguide
- HR Matters 21
- Measuring, Reporting & Improving the IT Infrastructure According To ITIL Best Practices
- Airline Business Course 100 – Malaysia Airlines
- IT Service Management Best Practices Conference – Pink Elephant
- ITIL IT Service Management Essentials – Pink Elephant
- Quality Management Representative Skill Development – Neville Clarke
- Understanding & Documenting An ISO 9000:2000 Quality Management System – Neville Clarke
- Internal Quality Auditing Course – Neville Clarke
- Effective Telephone & Speaking Skills – SBS English Language Centre
- AS/400 System Operation - IBM Malaysia
- International Change Management Coordinator – AT&T Singapore
- Understanding Data Communication - Telekom Training College
- Understanding LAN & WAN – Telekom Training College



- Ericsson IT Certificate – Ericsson
- The Way Cash Flows – Ericsson University

COMPANIES TRAINED

Some of the companies that have been trained.



Average Passing Grade of Previous Students:

Number	Score (%)	Result
252606	98%	PASS
561037	95%	PASS
106338	98%	PASS
595288	98%	PASS
003568	90%	PASS
880035	88%	PASS
082338	98%	PASS
202627	88%	PASS