# JESSICA TAN

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## CREDENTIALS

- Graduated from **National Taiwan University**, with a Bachelor's Degree majoring in Industrial Management.
- Appointed HR Consultant under the National Human Resource Centre (NHRC)
- Certified Franchise Consultant by the MFA.
- Certified Trainer by PSMB (HRDF).
- Certified Lead Auditor in ISO 9001.
- Certified ISO 9001 Process base Internal Auditor.



- Certified Meta-NLP Practitioner on Personal Coaching.
- Certified in Fundamentals of Business Process Management from Queensland University of Technology, Australia
- Certified PEAKS Psychometric Profiling Trainer.
- NanYang Siang Pau Appointed Columnist Writer.
- Advisory experience including in subsidiaries of listing companies, overseas companies and various organizations, SMEs in Malaysia, China and Vietnam:



#### CONSULTATION CUSTOMER ACHIEVEMENT AFTER TRANSFORMATION

"3S has helped NIC grow amazingly over the past 2 ½ years. NIC's rapid growth was owed to the systems that were created by Jessica. With the systems in place, NIC can grow and is able to provide service in professional manner, within the predetermined time constraints. With improved service, NIC is able to expand its market share through better marketing strategy."

Hj Haron b Khamis Managing Director, Nurul Izzah Catering



### NURUL IZZAH CATERING Achievement:

Sales Revenue Growth: 2011 increase by 300% 2012 increase by 109.37%

Operating team Growth: 2011 from 5 members to 15 members 2012 from 15 members to 30 members

Malay Wedding Event Handling capability: 2011 from 3 per day to 9 per day 2012 from 9 per day to 20 per day



### Colourman Achievement:

Shorten employee learning period by 50%.



"The manual prepared by Ms. Jessica had facilitate us on our recruitment. Now we have less worry about our manpower turn over, because most processes has been documented."

Ms Y S Leng Director, Colourman Online Sdn Bhd



#### **SUPERSHARKZ Achievement:**

Overall improve management stability and effectiveness by 50%.

Growth on HQ management 30%.

## **SUPERSH**ARKZ

Jessica is invaluble. She is so much more than an SOP expert. She makes the time and effort to truly understand what my company is about, to understand my values, principles, personality, working style, my vision for the company, all of which I believe is very important for what we are doing and in which I could not find in other SOP experts. With Jessica's additional knowledge and experience in business consulting and training, not only is she able to look at my company holistically but she is also able to go deeper into any areas or issues when needed. She has a keen eye on identifying our weaknesses and always recommends opportunities when she sees them. She is always there to answer any questions I may have and gives so much more than I can ask or hope for. Jessica is truly a gem. My company has grown by leaps and bounds since we started working with her, and as the founder/director of the company, I can "see clearly" now because of her. From the bottom of my heart, thank you Jessica.

Marilyn Chua Director, Supersharkz Swim School

# SOME OF JESSICA CLIENTS: LOCAL & REGIONAL

### CLIENT FOR SOP WORKSHOP



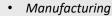






### CLIENT FOR SOP CONSULTATION

Since 2001 Involved in Industry including ...



- Constructing
- Architect Firm
- Trading Company
- Printing House
- Travel Agency
- Food & Beverage (Restaurant, Catering)
- Beauty Saloon (Franchise Saloon)
- Retail (Chain Retail)
- Learning / Education Centre
- Service industry as Company Secretary; Accounting Firm; Audit & Tax Firm





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# FACILITATOR AND TRAINER: JESSICA TAN

With the moniker 'Business Process Inspirer', Jessica is an experienced trainer certified by the Human Resource Development fund, PEAKS Psychometric Profiling and Meta NLP Practitioner on Personal Coaching. As a business process and performance development partner for many organisations ranging from SMEs to mutli-national corporations in the Asia Pacific Region, she has helped many corporations gain greater growth with her training programmes.

A graduate of the Taiwan National University, her years of consultation led her to realize that having a company building SOPs alone is not sufficient, as it is important for the employees to be taught on how to maintain and improve these procedures. To encourage learning, her training sessions are experiential and highly interactive, where learning is done through a combination of group activities, exercises, discussions, presentations, fun, lots of reflection and sharing.

Among her many successes include helping Nurul Izzah Catering grow amazingly, enjoying a revenue growth of 300% in 2011 and increasing the number of personnel from 5 to 15 in the same period. She also helped Colourman Online Sdn Bhd to reduce the learning period by 50%.

**Jessica** has trained regionally to in countries including Vietnam and China, and she has designed key programs to understand **businesses workflows**. These programs combine the best to help people understand organizational workflow, leading to new processes that improve efficiency and productivity.

# KEY PROGRAMS

### 1. Business Process Fundamental Workshop

- Understand how to achieve goals and gain better profit and growth by completing the processes.
- Understand how to get an overview of business workflow and have a clear mind.
- Understand how to make performance measurement more effective and save cost with better controls.

## 2. Process Mapping and Standard Operation Procedure Writing Workshop for Non-Engineers

- Establish a process' base policy & procedures
- Understand the different types of SOP and their usage.
- Learn the technique of writing a user-friendly SOP.



## HRDF TTT CERTIFICATE



Certificate No. TTT/10838



## **CERTIFICATION IN TRAINING**

This is to certify that

JESSICA TAN SIEW MENG I.C No: 750531-10-5366

has successfully fulfilled all the assessment requirements for

### TRAIN THE TRAINER

on 25 - 29 August 2014

at Premiera Hotel, Kuala Lumpur.

MODULE CODE	MODULE NAME
CT1	PLAN ADULT LEARNING
C12	CONDUCT TRAINING NEEDS ANALYSIS (TNA)
СТЗ	DESIGN COMPETENCY BASED TRAINING PROGRAMME
CT4	CONDUCT COMPETENCY BASED TRAINING PROGRAMME
CIS	ASSESS PARTICIPANT'S COMPETENCY

Pembangunan Sumber Manusia Berhad

ITS Management Sdn Bhd



## BPM CERTIFICATE







# META NLP PRACTITIONER COUCH



# QUALITY MANAGEMENT SYSTEM INTERNAL AUDITOR/LEAD AUDITOR

