

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



SUPERSHARKZ Achievement:

Overall improve management
stability and effectiveness by 50%.

Growth on HQ management 30%.

SUPERSHARKZ

Jessica is invaluable. 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



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

SOME OF JESSICA CLIENTS: LOCAL & REGIONAL

CLIENT FOR SOP WORKSHOP



Everyone's Accountant Since 1974



CLIENT FOR SOP CONSULTATION

Since 2001
Involved in Industry including ...

- Manufacturing
- 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



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



BPM CERTIFICATE



Certificate of Participation

Jessica Tan

has successfully completed

**Fundamentals of Business Process Management:
Process identification and discovery**

This four-week course is the first in a series of three making up the Fundamental of Business Process Management program. The course introduced the concepts behind BPM and the first and second phases of the BPM lifecycle: identification and discovery.

Learning outcomes

- Identify business processes within an organisation
- Study their boundaries and interrelations
- Prioritise their management using different criteria
- Document business processes at different levels of detail using contemporary business process modelling techniques
- Apply the knowledge and skills acquired holistically on a real-life business problem (when completing the optional project)

 
Professor Marcello La Rosa Adjunct Professor Marion Dunas
Issued 11 November 2016

Queensland University of Technology
Brisbane, Australia CRICOS No. 00213J

This certificate document is subject to review under the Queensland Quality Improvement Act 2009.

a university for the **real world**[®]



Certificate of Participation

Jessica Tan

has successfully completed

**Fundamentals of Business Process Management:
Process analysis and redesign**

This four-week course is the second in a series of three making up the Fundamental of Business Process Management program. The course introduced the concepts behind process analysis and redesign the third and fourth phases of the BPM lifecycle: process analysis and redesign.

Learning outcomes

- Identify business processes within an organisation
- Study their boundaries and interrelations
- Prioritise their management using different criteria
- Document business processes at different levels of detail using contemporary business process modelling techniques
- Apply the knowledge and skills acquired holistically on a real-life business problem (when completing the optional project)

 
Professor Marcello La Rosa Adjunct Professor Marion Dunas
Issued 6 January 2017

Queensland University of Technology
Brisbane, Australia CRICOS No. 00213J

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Certificate of Participation

Jessica Tan

has successfully completed

**Fundamentals of Business Process Management:
Process implementation and monitoring**

This four-week course is the third in a series of three making up the Fundamental of Business Process Management program. The course introduced the concepts behind process implementation, automation, monitoring and controlling and mining. These are the fifth and sixth phases of the BPM lifecycle: process implementation and monitoring.

Learning outcomes

- Identify business processes within an organisation
- Study their boundaries and interrelations
- Prioritise their management using different criteria
- Document business processes at different levels of detail using contemporary business process modelling techniques
- Apply the knowledge and skills acquired holistically on a real-life business problem (when completing the optional project)

 
Professor Marcello La Rosa Adjunct Professor Marion Dunas
Issued 24 February 2017

Queensland University of Technology
Brisbane, Australia CRICOS No. 00213J

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META NLP PRACTITIONER COUCH



QUALITY MANAGEMENT SYSTEM INTERNAL AUDITOR/LEAD AUDITOR

bsi.
BSI Training Academy

This is to certify that
Jessica Tan Siew Meng
has attended
ISO 9001:2015 Internal Auditor Training Course


Poon Cheong Yuen, Managing Director

Date: 25/06/2019 - 26/06/2019
Certificate Number: ENR-00664506


By Royal Charter



...making excellence a habit.[®]

BSI Services Malaysia Sdn Bhd, Unit 13-15, Level 13, Tower A, The Vertical Business Suites, Bangsar South, No. 8, Jalan Kerinci, 59200 Kuala Lumpur, Malaysia
A member of the BSI Group of Companies.

China
Indonesia
Korea
Malaysia
Philippines
Singapore
Thailand
United Kingdom



Certificate

This is to certify that
JESSICA TAN SIEW MENG
has attended the Neville Clarke training course for
ISO 9001 Process Based Internal Auditing
(Reference Standard: ISO 9001:2008)

Conducted by
Mr Leon Ng
Course Dates: 25 - 26 June 2015
Certificate No: KP-1506287

Authorised by

Poon Cheong Yuen, Managing Director



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