JORG VAN GAAL  
Kuala Lumpur, Malaysia | +60 176 305 409 | jorgvgaal@gmail.com  
LinkedIn: www.linkedin.com/in/jorgvangaal

**PROFESSIONAL SUMMARY**  
Seasoned general manager and innovation leader with 15+ years of global experience across digital media, renewable energy, consulting, and logistics. Adept at building high-performing teams, driving digital transformation, and optimising business operations. Known for pragmatic problem-solving, emotional intelligence, and a people-first leadership style. Proven ability to scale businesses, launch new revenue streams, and lead multi-cultural teams in fast-paced environments.

**CORE COMPETENCIES**  
General Management | Innovation Strategy | Change Management | Cross-Cultural Leadership | Digital Business Models | Process Optimisation | Team Development | P&L Responsibility | Stakeholder Engagement | Strategic Planning | Coaching & Mentorship

**PROFESSIONAL EXPERIENCE**

**General Manager – Malaysia**  
*Sam Media | Jan 2021 – Present*  
- Lead operations of the Malaysia office, delivering digital products to millions of mobile users globally.   
- Spearheaded innovation in digital billing models and expanded product verticals (video, gaming, education).   
- Developed a proactive, multicultural team culture focused on performance and growth. - Reported directly to CEO; contributed to $30M+ annual revenue.

**Business Innovation Manager**  
*Sam Media | Dec 2017 – Dec 2020*  
- Initiated and delivered new revenue streams across digital content verticals.   
- Championed product innovation and go-to-market strategies across 15+ international markets.

**General Manager Zambia / Business Development Advisor**  
*VITALITE Zambia & Senegal | 2016 – 2018*  
- Scaled solar-energy distribution from 4 to 83 locations across Zambia.   
- Tripled company revenue in Senegal via new sales and partnership strategy.   
- Secured grants from DFID and USAID.  
- Established a middle management layer for scalable growth.

**Manager of Change**  
*Astro Holdings Ltd, Zambia | 2014 – 2016*  
- Reorganized management structure and empowered teams of 180+ staff.   
- Achieved 47% sales increase by building a proactive sales culture.   
- Saved $57K annually through logistics optimisation and fuel management system.

**Business Consultant / Project Manager**  
*Acolad (Euroscript), Netherlands | 2009 – 2011*  
- Led ISO 9001 certification project.  
- As Project Manager, delivered €1.2M pharmaceutical project on time and budget.  
 **Junior Business Consultant**   
*United Brains, Netherlands | 2008 – 2009*  
- Implemented recommendations from my master’s thesis (i.e.improved knowledge transfer between SMEs and knowledge institutes to foster innovation)and worked with a variety of SMEs to promote innovation.

**Independent Roles & Other Experiences**

*- Zambian Minerals & Processing – Zambia | 2013-2014*  
 Business development for a copper leaching plant startup and minerals trading venture.  
- *DEAN (Digital Education Africa Network) – Tanzania | 2011 & 2012* E-waste project launch in collaboration with the Tanzanian government.  Time management and operations training.   
- *OneWorld - Africa & India | 2011-2012*   
 Freelance travel writing & cultural commentary.

**EDUCATION**  
**MSc Innovation Management**  
Eindhoven University of Technology, Netherlands | 2005 – 2008

**B.Eng Industrial Engineering & Management Science**  
Avans University of Applied Sciences, Netherlands | 2002 – 2005

**CERTIFICATIONS & COURSES**  
2025: Society of Human Resource Management Sr Certified Professional (SHRM-SCP)  
2024: Adult and Pediatric First Aid/CPR/AED  
2022: LIFO® Certified Trainer – Bcon Business Consultants Inc.  
Various Online Courses: Financial Markets (Yale), Innovation (Haas, UC Berkeley), Leadership (HarvardX)  
2010: ECM (Enterprise Content Management) Master – AIIM  
2009: PRINCE2 Foundation – Axelos  
2009: ISO 9001:2008 (Quality Management & Internal Auditing, Schouten & Nelissen

**LANGUAGES**  
Dutch (Native), English (Full Professional), German & French (Intermediate)

**TECH & INTERESTS**  
All-round computer skills, early adopter of AI tools. Passionate about travel, nature, and (endurance) sports.