A person in a red suit

Description automatically generated Alistair Kinhee Teng

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Results-driven Instructional Designer and Training Manager with over 12 years of experience designing and delivering highly impactful learning programs that boost employee performance and organizational growth. Skilled at identifying needs, developing innovative solutions applying best practices in andragogy, and building strong working relationships with stakeholders across regions. Increased training effectiveness by 15% and improved sales results by 21% through targeted blended learning interventions. Looking to leverage my expertise to build the capabilities of teams and enable business success.

EXPERIENCE

MAR 2023- SALES ENABLEMENT MANAGER, APAC | HAWORTH SINGAPORE PTE LTD

JUN 2023 In this new role, evaluated, streamlined, and enhanced sales training, onboarding processes, strategies, and resources to empower sales teams and optimize sales performance across the Asia Pacific region.

**Achievements:**

* Conducted training needs analysis and recommended enhancements, reducing onboarding time by 20%, leading to 90% new hire satisfaction scores.
* Developed and executed highly effective sales workshops underpinned by storytelling and communication principles, directly improving sales performance by 21%.

SEP 2020- BRAND AND PRODUCT TRAINER, SEA & CHINA | COMMUNE LIFESTYLE PTE LTD

OCT 2022 Created engaging online product knowledge and skills training programs on LMS for external and internal learners across Southeast Asia and China markets. Identified needs and delivered targeted solutions applying andragogy.

**Achievements:**

* Onboarded and trained 180+ new hires, significantly accelerating their productivity and ramp-up time.

Sales coaching workshops increased deal conversion rates by 18% within 6 months. Customer NPS scores rose by 21 points.

DEC 2018- TRAINING MANAGER, APAC | CELEBRITY CRUISES INC

JUL 2020 Delivered customer-focused training on cruise product knowledge, selling skills, and trend analysis for APAC travel agents. Ensured alignment with head office standards.

**Achievements:**

* Implemented blended training program on cruise product knowledge and selling skills driving 30% increase in annual travel agent revenue and 15% improvement in customer satisfaction scores.
* Needs analysis and trend monitoring reduced customer complaints by 15% over 2 years.

FEB 2012- TRAINING & BD, ASSISTANT MANAGER | Q LIFESTYLE (S) PTE LTD

DEC 2018 Led high-performing 7-member training team across regions while enhancing experiences. Provided sales optimization solutions and destination product development.

**Achievements:**

* Optimized training budget by 25% while improving learning effectiveness scores by 15% by shifting programs to blended digital mediums.
* Launched award-winning mobile sales app achieving average 4.8-star rating. Online channel sales increased by 38% post launch.

MAR 2010- SR LANGUAGE INSTRUCTOR | ASST MANAGER | ELEC LANGUAGE SCHOOL

DEC 2011 Managed a 10-member language instructor team and boosted learning outcomes through research-based curriculum development.

**Achievements:**

* Designed and delivered customer-focused summer camps generating $24K in net profit and expanding student enrolments by 30%.

AUG 2007- SR ENGLISH TEACHER | ERICAN EDUCATION GROUP

FEB 2010 Cultivated an engaging English learning experience through results-driven instruction, fostering referral enrolments.

**Achievements:**

* New student holiday program increased enrolment by 20%

JUN 2006- SENIOR SALES MANAGER | HOTEL EQUATORIAL KUALA LUMPUR

JUN 2007 Promoted 5-star hotel offerings to business accounts using sales cycles. Managed client portfolio and meetings space securing bookings.

**Achievements:**

* Surpassed sales targets by 130%, generating MYR225K in room revenue.

JAN 2004- SALES MANAGER | THE ROYALE BINTANG KUALA LUMPUR & DAMANSARA

MAY 2006 Expanded travel agency accounts across 2 properties with 550+ guest rooms. Strategic monitoring and relationships drove bookings.

**Achievements:**

* Grew bookings by 25% via B2B and OTA optimization.

SEP 2002- BUSINESS DEVELOPMENT MANAGER | DIRECTLINK TRAVEL & TOUR SDN BHD

JAN 2004 Pursued account acquisition while providing dedicated service with consistent follow-up to hotelier and agency accounts.

**Achievements:**

* Incentive trips revenue equal to 3 months average sales.

MAY 2001- TELE- CANVASS | GLOBAL ESTATE CO. LTD. THAILAND

JUN 2002 Managed tele-canvassing duties including call generation, data entry, records and billing for Thailand, Australia, North America properties.

**Achievements:**

* Streamlined data processes, reducing time 40%, improving accuracy 95%.

EDUCATION

2000 BA ASIA PACIFIC STUDIES & INTERNATIONAL RELATIONS | UNIVERSITY OF LEEDS

2004 CERT IN IB & BM | CHUNGHWA CORRESPONDENCE SCH CHINESE TAIPEI, ROC

2015 ADVANCED CERTIFICATE IN ENGLISH LANGUAGE TEACHING | TEFL EXPRESS UK

SKILLS

Action Mapping | Andragogy | Assessment & Evaluation | Blended Learning Solutions | Collaboration | Content Authoring | Content Management Systems (CMS) | Curriculum Design | Data analysis | E-Learning Development | Facilitation | Formative Assessment | Instructional Design (ID) | Internet and Web Development | Interpersonal Skills | Learning Experience Design (LXD) | Learning Management Systems (LMS) | Needs Assessment | Pedagogy | Project Management (PM) | Public Speaking | Scriptwriting and Storytelling | Stakeholder Engagement & Management | Summative Evaluation | Training Needs Analysis (TNA) | User Experience Design (UXD) | Video & Interactive Media Production

ADDITIONAL TRAINING & CERTIFICATIONS

2022- 2023

The Project Management Certificate by Google | Scrum Master Certification by Coursera | Instructional Design Foundations and Applications by University of Illinois at Urbana-Champaign | Basics of Inclusive Design for Online Education by University of Colorado Boulder | Scrum Fundamentals Certified

2021

WSQ Essentials of Franchise Management **|** WSG Organizational Relationship Building | WSG People and Performance Management | WSG People Development | WSG Service Leadership

LANGUAGES

English | Mandarin Chinese | Cantonese (Fluent)

Bahasa Melayu | Indonesian (Professional)

Korean | Japanese | Russian (Conversational)

HOBBIES & INTERESTS

Badminton | Brisk Walking | Cooking | Foreign Languages | Hiking | Travelling

OTHER INTERESTS

Vice President of Singapore Modern Pentathlon Association

PORTFOLIO

<www.alistairisd.co>