

# **CURRICULUM VITAE**

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**Nationality** : Malaysian  
**Date of Birth** : 25th March 1986  
**Languages** : English & Malay

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**Experience** : **Delivery Program Manager** (October 2011 – Present)  
**(Human Resources Services)**  
IBM Malaysia Sdn Bhd

- Providing end to end support for all Sales Programs offered in IBM to sales personnel in ASEAN, Australia and New Zealand.
- Execute an integrated learning delivery process for client experience, cost, quality and business controls.
- Focus on speed of issue resolution, providing solutions and seamless execution.
- Explore opportunities to decrease external spend where possible and meet financial objectives.
- Ensure satisfactory business control posture consistent with audit outcomes and no missed commitments, compliance with corporate instructions, guidelines, policies, and procedures

**Experience** : **Sales Program Assistant Team Leader** (September 2010 – September 2011)  
**(Human Resources Services)**  
IBM Malaysia Sdn Bhd

- Headed transitions of sales program support from other countries to Malaysia.
- Identified training requirement of each team member and developed skills where needed.
- Participated in process creation, review, improvement and testing efforts.
- Provided support on Learning & Development sales team program administrators
- Performed global administrative functions that are related to IBM internal education.

**Experience** : **Learning Delivery Administrator** (March 2009 – August 2010)  
**(Human Resources Services)**  
IBM Malaysia Sdn Bhd

- Provided support on Learning & Development administrative functions related to internal IBM education class monitoring.
- Creating education activities in an IBM on-line education application.
- Tracked the progress of classes from beginning to end, based on requests received for it.

**Experience**

: **Human Resource Coordinator** (February 2008 – February 2009)

**(Human Resources Department)**

Gardens Hotel and Residences, Mid Valley

- Worked alongside the HR Assistant Manager / Training Manager with training and induction for new hires and other training programs.
- Assisted department heads with attendance and absenteeism.
- Selected resume's for the department managers and performed reference checks.
- Responsible for all staff related matters, assisting them with all queries and issues that were under my wing.
- Assisted both HR Manager to maintain staff records and maintained a good relationship with all staff.

**Self Profile / Skills**

- Good Communication skills (listening, verbal, written)
- Problem solving
- Adaptability in managing multiple priorities
- Coaching and development
- Multicultural awareness
- Good team work
- Computer Literate
- Dedicated and Hardworking
- Planning / Organizing
- Self motivated and willing to learn

**Academic Background**

**Name of Institution** : Taylor's College School of Hospitality and Tourism

**Level:** Bachelors Degree in Hospitality and Tourism Management Hons. (Jan 2007- Feb 2008)

**Level:** Higher Diploma (Brevet de Technicien Superier) (Jan 2006 - Dec 2006)

**Level:** Diploma in Hospitality and Tourism Management (Brevet De Technicien Hôtellerie) (Jan 2004- Dec 2005)

### **Awards**

- IBM HR IST Outstanding Performance – Certificate of Excellence (April 2012)
- IBM HR IST Outstanding Performance – Certificate of Excellence (May 2011)
- IBM HR IST Outstanding Performance – Certificate of Excellence (January 2011)

### **Certification**

- Certificate of Achievement - IBM HR IST Teaming Event (May 2010)
- Certificate of Achievement – Melia Hotel KL – Management Training (February 2008)
- Certificate of appreciation – Taylors College Beverage Exhibition Committee (Sept 2007)
- Certificate of Appreciation – Langkawi International Dialogues (August 2007)
- Hyatt Borneo Letter of Secondment – The Royal Wedding Function (June 2007)
- Certificate of Achievement – The Westin Hotel KL – Management Training (June 2006)
- Rayamas Consultants & Services - CPR Course (April 2006)
- Certificate of Achievement – Cilantro Wine Bar & Restaurant – Specialized Training (June 2005)
- Certificate of appreciation – Taylors College Hospitality and Tourism Event Theme Alumni Dinner (April 2005)
- First Impressions Image Consultancy – Image and Grooming (February 2005)
- Certificate of Achievement – Shangri-La Hotel KL – General Training (December 2004)
- Shangri-La Hotel – Customer Delights Program Recognition (December 2004)

### **Reference List**

**Clifford Chandra Dass Mogan (IBM - Benefits Program Manager)**  
+60123692799

**Krishilla Devi Thiviyakumar (IBM - Centralized Master Scheduler)**  
+60166601790

**Rachael Siew Lian Tan (IBM - Delivery Focal Point - Former team lead)**  
+60163369910