

# RESUME

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**Name** : Koh Mei Sin  
**I/C No.** : 781130-10-5500  
**Address** : 16, Jalan Tengku Zainun Rashid,  
Off Jalan Kampung Jawa,  
Klang, 41000 Selangor  
  
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## Personal Particulars

<b>Age</b>	: 36	<b>Date of Birth</b>	: 30 November 1978
<b>IC no</b>	: 781130-10-5500	<b>Nationality</b>	: Malaysian
<b>Race</b>	: Chinese	<b>Gender</b>	: Female
<b>Marital Status</b>	: Single	<b>Health</b>	: Good

**Language Proficiency** : English, Bahasa Malaysia and Chinese (both spoken & written)

## Educational Background

### Highest Education

<b>Level</b>	: Master's Degree of Science & Technology
<b>Major</b>	: Quality & Productivity Improvement
<b>Name of Institution</b>	: Universiti Kebangsaan Malaysia
<b>Date of Graduation</b>	: 2004

<b>Level</b>	: Bachelor's Degree of Science & Technology
<b>Major</b>	: Biology (2 <sup>nd</sup> Class Upper)
<b>Name of Institution</b>	: Universiti Kebangsaan Malaysia
<b>Date of Graduation</b>	: 2002

### Certification

IRCA ISO 9001:2008 Lead Auditor (2009)  
IRCA ISO 9001:2000 Lead Auditor (2007)

## Employment History

1. 

<b>Company</b>	: Taylor's Education Sdn. Bhd
<b>Position</b>	: Assistant Manager, Quality Advancement
<b>Date Joined</b>	: January 2008 - present

### **Duties and Responsibilities**

- Reporting to the President of Taylor's College and lead Quality Advancement Department to maintain and improve Quality Management System for Taylor's, overseeing campuses at Subang Jaya and Sri Hartamas.
- Aligning company's Performance Management System (ISO, MQA, MyQuest) to the internationally recognized education criteria and models for performance excellence, so to have the robust foundation to support the company's growth.
- Hold the role as TC Risk Management Coordinator to facilitate and oversee the implementation of Enterprise Risk Management (ERM) in Taylor's College.
- Develop and implement processes / initiatives to inculcate Continual Improvement culture and values across the organization. Initiate and facilitate quality improvement projects, and ensuring the effectiveness of the implementation.
- Plan and conduct in-house training to create the awareness among staff on subjects involving Quality.
- Instrumental in documenting and crafting of the new TC Governance Structure and the TC Constitution.

### **Additional notes:**

- Maintained and enhanced Quality Management System for Taylor's, overseeing all campuses across colleges and university from 2008 - 2011.
- Led the project to acquire ISO 9001 certification for Taylor's University and Taylor's College Sri Hartamas.
- Nominated and trained as the auditor by MyQuest when it was first launched in 2011 by Ministry of Education Malaysia. Had the opportunity to conduct audit at other private institutions.
- Led a team of internal auditors to conduct the 2012/2013 MyQuest pre-audit for Taylor's College Subang Jaya (TCSJ) and Taylor's College Sri Hartamas (TCSH). MOE announced that both campuses got 6-Star rating in all the 3 categories participated. TCSJ & TCSH are the only campuses in Malaysia with 6-Star rating in the college-based category.
- Held an active role as a committee member of the Design & Technology Project during the conceptualisation stage.
- Assisted in External Partners Network Project to formalise external engagement activities with strategic partners.

2.

<b>Company</b>	: DuPont Powder Coatings (M) Sdn Bhd
<b>Position</b>	: QA Executive
<b>Date Joined</b>	: Oct 2004 - Sep 2008
<b>Reason for Leaving</b>	: For better career advancement

#### **Duties and Responsibilities**

- Responsible to implement and maintain ISO 9001 & ISO 14001 Certification for the company.
- Conduct training and awareness among employees so that the relevant procedures are carried out in line with our requirements
- As the Management Representative for the company.
- To keep abreast with updates of ISO 9001 & ISO 14001 certification.
- To play the role as facilitator in issues like NCR investigation, corrective and preventive actions and verification exercises.
- Taking part in customer complaint investigation and customer satisfaction survey and its data analysis.
- To be involved in plant optimization and productivity studies so that the company can obtain good yield.
- Conduct internal audit for the company.
- As Six Sigma Green Belt holder and involve in the Six Sigma project.
- A committee member in Occupational Health and help organizing company's OH programs.
- Besides, as the IT coordinator for the company to ensure all IT facilities/equipments and application-wise are in good condition to support company daily operation.

3.

<b>Company</b>	: Ernesco Language Training Center
<b>Position</b>	: Tutor
<b>Period Joined</b>	: March 2002 - Sep 2004

#### **Duties and Responsibilities**

- Work as a part-timer to conduct and teach Mandarin and English night-classes.
- To help students in understanding the language they wish to learn.
- Making sure the students are able to carry out conversation more effectively in everyday situation.
- Students are mainly adults and from all races.

### **Skills**

(Proficiency: Advanced - Highly experienced; Intermediate - Familiar with all the basic functionalities; Beginner - Just started using or learning the skill)

Skill	Years	Proficiency
MS Word	>5	Advanced
ISO 9001	>5	Advanced
Internal Quality Auditing Skill	>5	Advanced
ISO 14001	>5	Intermediate
MS Powerpoint & Excel	4	Intermediate
7 Basic QC Tools & 7 QC Management Tools	3	Intermediate
6 Sigma	2	Intermediate
MINITAB	2	Beginner
MS Visio	1	Beginner
TQM	1	Beginner

### Personal Attributes

- Good communication skills.
- Committed and responsible
- Possess high integrity.
- Good team spirit.
- Able to work with minimum supervision.
- Willing to try and learn new things.

### Salary

Current: RM 6,000  
Expected: RM 7,500

### References

Name : Ms. Goh Lee Hwa  
Relationship : Ex-supervisor  
Position : Head of QA and QC Department  
Company : DuPont Powder Coatings (Malaysia) Sdn. Bhd.  
Contact : 012-2095982

Name : Ms. Nancy Yong  
Relationship : Ex-superior  
Position : Associate Director, Institutional Engagement  
Company : Taylor's Education Sdn. Bhd.  
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