

JAMES OLIVER WARREN

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EXPERIENCE:

- Currently the **Director** of my own consulting enterprise with a my own Talent Management psychometric methodology trademarked as “**B.E.A.R. Principles**”. It is designed to highlight profiling personality, learning styles, blood types as well as dermatoglyphics to predict potential used for recruitment, training needs analysis, team building and change management.
- Incorporated in August 2013, **Warren Consulting & Services** has served 1,765 participants from 118 organisations such as Motorola, Maxis, Panasonic, Petrosains, Twin Towers Visitor Centre, Swatch, the Valiram Group, the Club21 Group, the Parkson Group, Bonia, Westlake International, Grand Kampar Hotel, the Star, Sun Life Financial Malaysia (Formerly CIMB Aviva), Public Bank, and Tropicana mall.
- Managed a yearly budget of **RM180,000** for the first year of operations. *[Career Highlight #1 Entrepreneurship: www.warren-consult.com]*
- Human Resource experience includes position of Training Manager with **Suria KLCC, Alamanda and Mesra Mall** (150 employees) and strategizing business designs for **Suria KLCC's Assessment and Training Centre (ATC)**, the very first of it's kind in retail talent management in South East Asia.
- Managed a total budget of **RM1,000,000** specializing in retail related programmes and soft skills programmes with over **1000** participants from **100 brands** annually in ATC Suria KLCC Sdn Bhd for 4 years.
- Special projects included participating in the **Malaysian Iconic Attractions in Kuala Lumpur (MIEKL)** committee which is part of the KLCC precinct's transformation to promote tourism with excellent infrastructure and customer service within 10 main organisations in the KLCC precinct (**Twin Towers Skybridge, KLCC Convention Centre, Mandarin Oriental, Traders and Impiana Hotel, Malaysian Piharmonic, Aquaria, Petrosains** and the **KLCC Park**) whereby ATC was the sole appointed training consultant from 2011 until 2013. *[Career Highlight #2 Human Resources]*
- **20 years** total academic and corporate experience including managing and lecturing in local private universities and training centres such as **Taylor's University, Limkokwing University of Creative Technology, Kolej Bandar Utama, and The Language House**. Formerly the Assistant Director of Education at **London English Academy** (subsidiary of **UCSI University**), where the role includes incorporating the academic management, administration, marketing as well as strategizing business developments for the school. The school was incorporated in 2006 with an estimated yearly profit of **RM1,000,000**. In 2008, the school had **500** students with an estimated sales of **RM500,000** per month. Special projects include establishing colleges and partnering local institutions as well as setting up foreign partnerships in **Saudi Arabia, Iran and Korea**. *[Career Highlight #3 20 years of experience in Training & Education]*
- Working with the **Ministry of Education (MOE)** in supporting the inclusion of Maths & Science initiatives in English in public schools in 2002 as the Assistant Director of Education in ICT for Limkokwing University's **International House Malaysia (IHM)**. IHM profited from sales for a customised English proficiency online courseware estimated **RM1,000,000** when assisting **700** public schools throughout Malaysia. *[Career Highlight #4 Ministry of Education projects]*
- My career began with an honorary conferring of **B.Ed (TESL)** from **University Malaya** followed by a second degree reading law (**Llb. From the University of London**) and a **Masters in Education (Policy Planning and Administration)** from **University Malaya**. My Masters research project involved the study of strategic human resources with MOE in relation to the Malaysian Education Blueprint 2013 – 2025. *[Career Highlight #5 2 Degrees & 1 Masters]*

REASON FOR SEEKING EMPLOYMENT:

I am pursuing an opportunity to share my business experience and consulting knowledge in Human Resources, Training and Education as well as to be able to further my PhD research to test the validity and reliableness of the “B.E.A.R. Principles” in the field of business and psychology.

PREVIOUS EMPLOYMENT :

March 2009 – July 2013

Suria KLCC Sdn Bhd

Kuala Lumpur, Putrajaya, Kerteh

Training Manager

- Was specifically recruited to set up and develop the Suria KLCC Assessment & Training Centre (ATC) the first of its kind in the retail asset management industry in Malaysia as well as in South East Asia.
- Managing a yearly profitability of RM500,000 specializing in retail related programmes and soft skills programmes with over 1000 participants from 100 brands annually. As a result, the Human Resources department became a profit centre rather than a cost centre.
- Also responsible for the training and development of all Suria KLCC staff including identifying training needs analysis and measuring ROI of trainings conducted. Among internal key accomplishments are the design and implementation of an internal leadership development program, managing the implementation of an online talent development system, implementing an online reference library as a talent development resource, and managing on boarding processes of new employees.
- Other special projects include being selected as the lead trainer under the **Malaysian Iconic Attractions in Kuala Lumpur (MIEKL)** committee which is part of the KLCC precinct's transformation to attract further tourist with excellent infrastructure and customer service.

Reason for Leaving: to incorporate my own consulting, Warren Consulting & Services as the Director and creator of the "B.E.A.R Principles"

Jan 2007 – February 2009

London English Academy (UCSI University)

Cheras

Assistant Director Of Education

- Administration of Corporate Training, General English , Business English, HRDF and Examination Preparation courses
- Coordinated UCSI as a testing venue for IELTS examinations
- Incorporated LEA as a training centre for corporations under HRDF
- Supported organization growth in areas such as working with Ministry of Education, embassies, universities and franchising focused on developing LEA as a local and international market leader in providing quality language programmes

Reason for Leaving: Headhunted to join Suria KLCC to incorporate ATC

January 2006 – November 2006
Subang Jaya

Taylor's University

Assistant Head of Department of the Language Centre (LC)

- Administration of LC programmes and promotions of LC programmes (Corporate and General Communication Suites)
- Enroll & counsel prospective students and delivered Corporate Training, Exam Preparation workshops (IELTS/MUET) as well as General Intensive English classes
- Management of office premises, student accommodation and class rooms on campus as well as online presence

Reason for Leaving: Headhunted to join UCSI University to incorporate LEA

2000 – 2005
Cyberjaya

International House (M) Sdn Bhd

Limkokwing University,

Assistant Director of Education (ICT) January 2004 - December 2005

- IHM is an affiliation of IHWO which moderates the performance of all of its 120 organizations in over 40 countries
- Implemented the IH network for teacher and student resource in various campuses with over 100 PCs
- Promoted training for management, administrative and teaching staff to initiate ICT growth
- Recruited and responsible for performance of the IT Department up to a team of nine including network administrators, programmers, designers and administrators
- Development of IHM's website www.IH-Malaysia.com
- Managed all ICT projects including development of new courseware such as *Netlanguages* and *Maths and Science with Cip, Lee and Siti Primary 1-3*
- Piloted a MOE project in 5 secondary schools leading to business sale of to RM1 million for 700 secondary schools nationwide
- Designed ICT support for Education Roadshows and Events
- Participated in the creation of promotional materials for the organization

- Coordinated the move of the organization in 4 different locations as it grew from a staff of 12 to over 50
- Coordinated data management of campuses for yearly IHWO moderations
- Support role in Administration and Academic including student services
- Student services includes coordination of immigration, transportation and accomodation services
- Promoted to Assistant Director of Education (ICT) in January 2004
- Promoted to Assistant ICT Coordinator in January 2003

Teacher August 2000 - Dec 2002

- Courses moderated by Curtin and Middlesex University
- Participated and presented in MELTA and MICELT national conferences
- Corporate English, General English and English for Academic Purposes
- Participated in the ICT deployment in IHM by designing network systems

Reason for Leaving: To seek further challenges in an academic environment with new business opportunities

1999 - 2000

The Language House Sdn Bhd

Petaling Jaya

Freelance English Language Teacher and Instructor

- General English and Business English courses
- Business English for Offices (Colgate Palmolive Sdn Bhd Corporate Trainer)
- Inhouse Business English trainer, placement testing and content designer
- *Pursuing Certificate of Legal Practice (CLP)*

1999 – 2000

Kolej Bandar Utama

Petaling Jaya

Freelance English Language Teacher and Instructor

- General English for International Students
- Students from Elementary to Intermediate levels
- *Pursuing Certificate of Legal Practice (CLP)*

EDUCATION :

2013	University of Malaya	Kuala Lumpur
M.Ed. (Policy Planning & Administration)		
Research Paper on Strategic Human Resources in Ministry of Education		
1998	University of Malaya	Kuala Lumpur
B.Ed.TESL (Teaching English As A Second Language)		
Minored in Art Education		
1998	University of London	External Program
LL.B (reading Law)		

SKILLS :

Languages : Fluent in English and Bahasa Malaysia. Basic Cantonese and Mandarin

ICT: Microsoft Operating Systems, Windows Suites, Basic Design Suites, Project Management Tools, HRM Systems (e-recruitment, e-training, e-leave, e-appraisal), Basic Web Applications

Finance: Basic Finance for Non Finance (Accounting), Zero Budgetting and Profit and Loss

Human Resource: Expert knowledge of other HR processes and projects beyond Talent Management including Industrial Industrial and Labour Relations, Employment Engagement, Succession Planning, Compensation and Benefits: Towers Watson and Hays Global Grading Systems

MYKARD / ADDRESS/TRANSPORT / TRAVEL :

Mykard : 740618-14-5177

Address : No. 31, SS21/30, Damansara Utama, 47400 Petaling Jaya, Selangor, Malaysia

Transport : Own transport (clean driving license)

Travel : Willing to travel

RACE / RELIGION /HEALTH/AGE / B.E.A.R. PRINCIPLES / AMBITION:

Race : Eurasian

Religion : Islam (Convert)

Health : Good

Age : 40

B.E.A.R. PRINCIPLES:

Neuro-Linguistic Programming: *a. Auditory b. Visual c. Kinesthetic*

Motivation: *Process Driven and Continuous Self-Development*

Dermatoglyphics: *Objective and Immitative*

Blood Type: *Industrious and Networks*

For further information on the B.E.A.R Principles, visit www.warren-consult.com

Or to find out motivation bear colour code, visit www.bearprinciples.com

Ambition: I am currently engaged and I have an 8 year old daughter from a previous marriage and I hope to relocate as a family to the UK by the age of 55.



REFERENCES (WORK) :

Tonee Sow

Director of Global Intelligence Network (M) Sdn Bhd

(Current Business Partner)

+60166929289 (Mobile) tonee.sow@gin-my.com (e-mail)

Madilin Wootten

Head of Human Resources Sun Life Assurance, Malaysia

(Former Head of Department, Senior Manager Human Resources, Suria KLCC 2008-2013)

madilin.j.wootten@gmail.com (e-mail) +6012 2954457(Mobile)

Susan Manners

Director of Studies, Kingswood Education and Adventure, Kent, United Kingdom

(Former Director of IHM 2000-2003)

susan_manners@hotmail.com (e-mail) +44 7534 278 643 (Mobile)

REFERENCES (PERSONAL) :

Dr. William Chow (over 30 years of friendship)

Fund of Hedge Funds Analyst, Harcourt Investment Consulting AG, Vontobel Banking Group, Hong Kong

chowkmw@gmail.com (e-mail) +6016 2533178 (mobile)

2013, 2014 WORK PROJECTS :

Sharp-Roxy:
"Customer Service & Telephoning"



Grand Kampar Hotel:
"The B.E.A.R. Principals™ for Hospitality"



Petrosains:
"Building Confidence for HR Excellence"



Panasonic:
"Technical Executive Transformation Program"



Maxis:
"Inspires Series"



Swatch:
"Leading Teams and Sales Performance"



The Star:
"Job Rotation Initiative for Star2"



Motorola Solutions Incorporated:
"Jaguh Teambuilding Series"



Idaman Unggul Berhad:
"B.E.A.R. Principles™ Work Assessment
(Chief Operating Officer)"



Westlake International School:
"B.E.A.R. Principles™ for Educators"



For further information, visit www.warren-consult.com
Or contact +60122954401, jameswarren.pro@gmail.com