

Consultant's Profile

JEREMY LEE **CFO / PRINCIPAL CONSULTANT**



Jeremy serves as a Principal Consultant cum Chief Finance Officer (CFO) for The ATCEN Group (ATCEN Sdn Bhd) – Asia's People and Capacity Development Partner. Jeremy is a Certified Personal Profiler and Human Job Analysis, with Thomas International, a Chartered Management Accountant (ACMA), Certified Accountant (Malaysia) and holds a MSc. in Engineering Business Management from Warwick University. He is also a Professional Speaker with the Malaysian Association of Professional Speakers (MAPS). He was exempted from PSMB TTT Program. He is currently pursuing his PhD with University Malaya.

With more than 20 years of both strategic and operational management experience, he has worked and been involved in numerous industries. Serving as a Trainer and Consultant for numerous companies, he has conducted and facilitated thousands of individuals in the areas of performance management, leadership skills, sales, negotiation skills and communication skills. He has facilitated workshops in Malaysia, Indonesia, Singapore and China and is able to handle people from different backgrounds and levels. Over the years, Jeremy has been involved in numerous contractual deals and agreements ranging from a few thousands to several millions.

Jeremy has held a variety of leadership and project management roles in various organizations prior to ATCEN. He was the Senior Consultant with Scicom Bhd – the largest Business Process Outsourcing organization in Asia, Head of Knowledge and Learning Management Division of a listed company, Special Project Manager for a Resort Group, Operation Head in a Resort in UK, Project Team Leader in a Technology start up firm with and also an Internal and External Auditor.

Additionally, he has collaborated with Accenture on a multi-million-Ringgit e-commerce project in the loyalty program industry. There, he gained the prestigious MSC status for the organization, played a pivotal role in the areas of strategic and operational planning, organizational structure, organizational change and the management of the project. He was also the project manager for the first ISO 9002:1994 certification for a vacation ownership company, worldwide. Throughout the project, numerous processes were re-engineered to ensure better effectiveness and efficiency of sales and service delivery. He has personally led and consulted with Banks, Telecommunication, FMCG companies to enhance their Customer Experience.

Jeremy is also sought after for his facilitation skills and handling of diverse personalities. He has conducted workshops for nearly 200 companies (inhouse only) and over 1300 days of workshops. Under his organization, they have nearly 6000 days of training from 16 years.

He has conducted over 250 days of Management related workshops from Supervisory skills to Mastering Middle Management. He has also developed long term Management Development programs for 18 clients that consist of the same participants over at least 3 programs for up to a year.



Jeremy has also over 100 days of conducting Communication related programs from communication skills to his favorite Assertive and Courageous Conversations. Jeremy also has over 350 training days conducting Customer Experience related programs.

He himself personally has done over more than 50 team-buildings and overseen another 38 team-buildings conducted by his staff. These sessions range from 90% indoors to 90% outdoors. A range of the various types of team building he has conducted have been conducted in the Kitchen (cook-off sessions), Shopping Malls, Around KL in MRT. He has conducted teambuilding in the cheapest of locations ranging from RM60 per night to RM1,000 per night

Jeremy has overseen the organization of multiple large conference related to Contact Centre, Customer Experience, Non- Revenue Water, Sales Force Management, Supply Chain Management, Leading in High Heels, Asia Human Capital Development Conference and SMEConferences.

He has personally overseen the training and consulting for Hong Leong Bank most recent Customer Experience restructuring that was nearly 2 years long and over 6000 bank individuals were involved. This team has also been involved in improving the customer experience of DiGi, Amanah Raya Berhad, Bank of China, Bank Rakyat, DHL Express Contact Centre, EON, SP Setia etc.

The companies he has conducted training for includes:

In-house only (At least a full day session)

ACI Worldwide, ADT, AEON Credit, Acer Sales and Service, Affin Hwang, Alliance Bank, Al Rajhi Bank, Ajinomoto, Atos Origin, AIA, AMEX, Altera, AmBank, Amanah Raya Berhad, Antah Schindler, Asia Assistance Network, Atlas Capco, Astro AXA, Baby Kiko, Bandaraya Development, Bank Islam, Bank Rakyat, Bangkok Bank, Bank of China, BASF, BASF Petronas, Big Dutchman Agriculture, Bolton, Brand Suntory, Bursa Malaysia, Canon Marketing, Carlsberg Malaysia, Celcom, Cerebos Asia Pacific, CIMB Bank, CMA-CGM, Comex Genesys, CNI, Continental Automative, CSC, CTOS Danone Dumex, Danisco, Dell, DHL Express, DHL IT, DHL Logistics, DiGi, Easy Call, EPIC Group, EPIC-I, EON, EON Bank, Exxon Mobil, Etiqa, Fibertex, Fuji Xerox, FXM, Great Eastern, GE Engine, GRAB, Guinness Anchor Berhad, Hitachi, Heitech Padu, Hong Leong Bank, HP, Hwang-DBS, IBBM, IBM, IJM Corp, IOI Corporate, Intertouch, Inti University College, IPG Media Brands, Iskandar Regional Development Board, JCL Management (China) Kenanga Investment Bank Berhad, Kuwait Finance House, KWAP, KWSP LaFarge, LHDN, MAA, Maxis, Maybank, Maybank Life, Maybank General Assurance, MBF Cards, MDEC, Merck, Mesiniaga, MLRe, Monarch, MSIG, MYOB, Nike, Nistrans Logistic, Nokia, Nu Skin, OCBC, OSK Securities, Palm Oleo, Perodua, PSDC, Philips, Petronas, Prestech, Prometric, Prominent, Protank, Rangkaian Segar, ResMed, RHB Bank, RHB Insurance, Sapura Crest, Scomi, Sony EMC, Sony Marketing, Shell Trading, Shell (Miri), Siemens, Siemens Healthcare, Sipco, SME Corp, Spices and Seasoning, SP Setia, SRG, Standard Chartered, STAR CNC Penang, Sunway, Sunway Medical, SWIFT,



Takaful Ikhlas, The STAR, Telekom Malaysia, Telekom Sales and Service, Tanco Berhad, TM Touch, TM Net, TNT Worldwide Express, Tenaga Nasional Berhad, Tokio-Marine, TimeDotcom, Top Glove, Toshiba, Toyota Autobody, U-Mobile, UMW Toyota, UOB Bank, VADS, Vsource, Volvo Trucks, Vision IP, Zenith Media, ZTE

Consultant's Profile

KEN NG
CEO / SNR MANAGING CONSULTANT
'Sifu' of Customer Experience



Ken serves as CEO and Senior Managing Consultant for The ATCEN Group (ATCEN Sdn Bhd) – Asia's People and Capacity Development Partner. He is a Certified Customer Experience Consultant, Certified Professional Speaker, Certified Support Manager from Service Support Professionals Association of America, Certified Master Trainer from Western Kentucky University, USA and holds a BSc in Marketing and Organizational Communication with more than 25 years of working experience from various industries domestically and internationally. He is also a Professional Speaker with the Malaysian Association of Professional Speakers (MAPS) and has an exemption from the PSMB TTT Program.

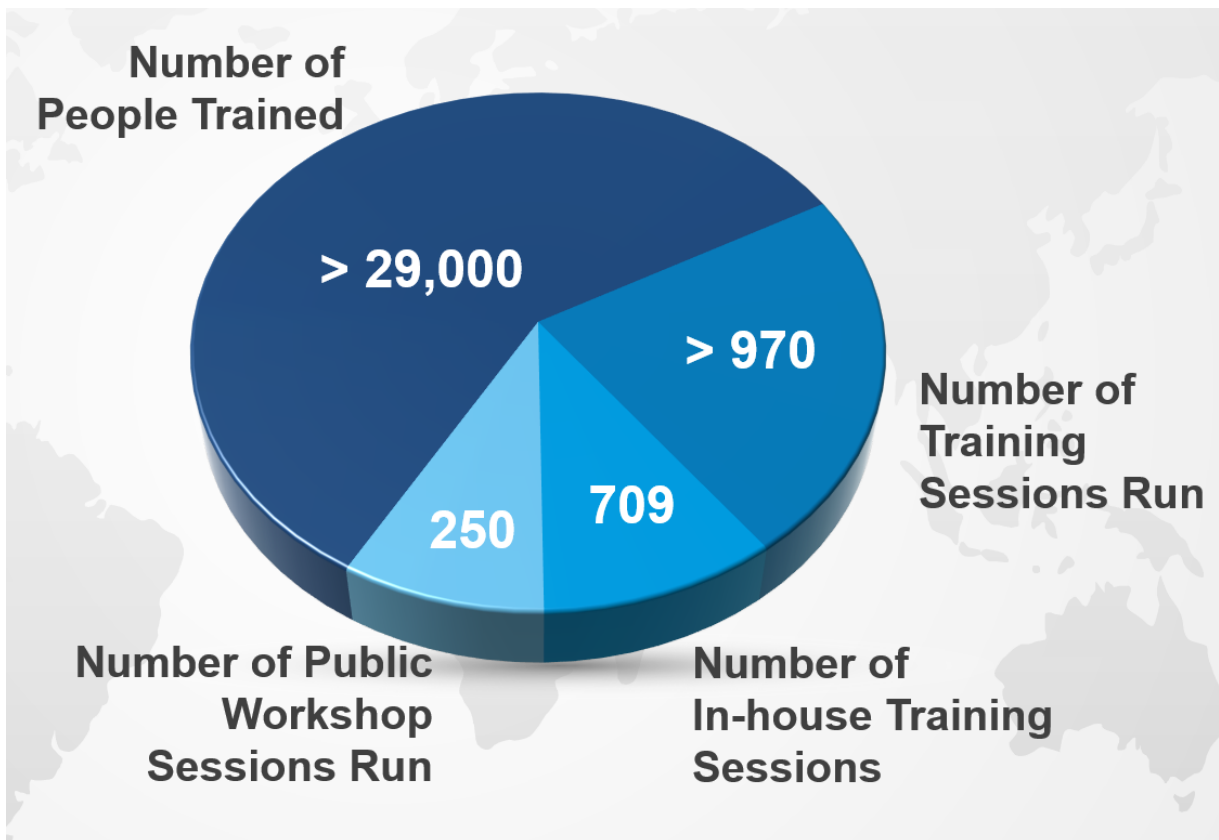
As an internationally certified speaker and facilitator, Ken is constantly requested to conduct workshops for individuals of all levels. His expertise and highly engaging approach into people development has won many accolades from clients and has resulted in countless consulting and human capital enhancement engagements at Multi-national Companies, Large Local Conglomerates and Government Linked Companies regionally.

In addition to being passionate about unleashing individual and team potential, Ken is also an author of numerous white and technical papers, articles and has conducted in-depth research and studies on Customer Experience, Customer Service, People Development, Sales and Marketing in Asia Pacific. He has been highly involved in providing strategic directions for the Asian customer interaction management industry through summits, congresses, conferences and knowledge sharing tradeshows. He also carries the honor of being nominated by the Customer Relationship Management & Contact Centre Association of Malaysia (CRM & CCAM) as one of notable judges in the highly recognized CRM & CCAM awards serving in various capacities since 2004.

This career people developer's passion for enhancing human performance also serves as guide and mentor in developing leaders; Ken first became intrigued and immersed himself into the field of human capability and potential in the late 80's while he was still in America. Since then, he has held a variety of leadership, management and operational roles in various organizations. Ken is also a pioneer/owner of the first premier cyber cafe chain in Malaysia and has held key positions in many organizations such as Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Technical Support for the Nokia Care Line (Asia Pacific), consultant for Microsoft Malaysia's MSN portal, Marketing Strategist for the Kirby Company, USA to Special Events Liaison for the University of Oklahoma.

Ken is always enthusiastic to be able to share his experience, knowledge and uncanny insight in recognizing and tapping into individuals' hidden potential for both personal and organizational clients' success.

Over the span of over 25 years of training, Ken's passion for developing people has provided him with the privilege of accumulating the following experience.



CX / Customer Service

Ace Synergy Malaysia
ADT Services
AEON Credit Service
Affin Bank
AIA
AIA Shared Services
Alliance Bank
Alphamatic
Amanah Raya Berhad
AmAssurance
AmBank
American Express
AmG Insurance
Asia Assistance Network
ASTRO
ATOS Services
Aviva
AXA Affin General
Insurance
Bank Islam
Bank Negara Malaysia
Bank Rakyat
Bank Simpanan Nasional
Canon Malaysia
Celcom Axiata
CIMB Aviva
CIMB Group
Citibank Malaysia
Club Med
CSC Malaysia
Dagang Net
Dell Asia Pacific
Dhiraagu (Maldives)
DHL Express
DiGi
E-Genting Berhad
EON
EON Bank Group

Etiqa Insurance
F-Secure

Fuji Xerox
Great Eastern Life
Assurance
Hei-Tech Padu
Hewlett Packard
Hilton Hotels
Hong Leong Bank
IBM
ICI Paints
iCimb
Indah Water Konsortium
Indiana University, USA
Inter-Touch
IOI Properties
iPerintis
IT Services Asia Pacific
(DHL-IT)
Jebsen & Jessen
Johnson Controls (JCI)
Kementerian Kesihatan
M'sia (MOH)
Kirby Company, USA
KWSP
Lafarge
Lexus Malaysia
LHDN
MAA
Malaysian Oxygen (MOX)
Mary Kay
Maybank Group Contact
Centre
Mesiniaga
Microsoft Malaysia
Monarch
MSIG
MYOB Asia
Nokia Asia Pacific

NTT Docomo
OCBC
Petronas - Mesra Line
Petronas ICT
POS Malaysia

Prometric
Proton Edar
Prudential Insurance
Public Mutual
Real Rewards
ResMed
Ricoh Malaysia
Royal Selangor
Samsung
SCAN Associates
SCICOM
SCOPE International
Shell
Sony Malaysia
Southern Bank Berhad
Standard Chartered Bank
SRG
STAR Publications
Sudong
Suruhanjaya Syarikat
M'sia (SSM)
SYABAS
Takaful Malaysia
Teledirect
Time dotcom
TM
TNB
Touch n Go
UOB
UOB Centre of Excellence
VADS
Vsource

Organizations:

A&W Malaysia	CommerceDotCom	KKM (MOH)	Real Rewards
Accor Hotels	Crown Plaza Hotels	KIBB	Reckitt Benckiser
Ace Synergy	CSC Malaysia	Khazanah Nasional	ResMed
ADT Services	Da Ma Cai	Kirby, USA	RHB
AEON Credit	Dagang Net	KWAP	Ricoh Malaysia
Affin Bank	Danone Dumex	KWSP	Royal Selangor
AIA	Dell Asia Pacific	L'oreal	Samling
AIG	Dhiraagu (Maldives)	Lafarge	Samsung
Air Selangor	DHL/DHL-IT	LB Aluminum	SCAN Associates
Alliance Bank	DiGi	Lexus Malaysia	Scicom
Alphamatic	DST (Brunei)	Lenovo	SCOPE International
Alphamatic Sys.	Easy Call	LHDN	Shangri-La Hotels & Resorts
ARB	E-Genting Berhad	Lion Petroleum Products	Shell
AmAssurance	EON	MAA	Siemens
AmBank	Etiqa Insurance	MOX	Silverlake
American Express	Exxon Mobil	ManU Life	SNE Marketing
AmG Insurance	F-Secure	Mary Kay	SONOCO
AON Malaysia	F&N Dairies	Masterskill	Sony Malaysia
AAN	Fresenius Medical	Maxis	SBB
ABS	Faber Medi-serve	Maybank Group	SP Setia
ASTRO	Festo Malaysia	MGCC	SRG
ATOS Services	Fuji Xerox	Mazda	SCB
Averis	Genting Group	MDEC	STAR Publications
Aviva	Gleneagles Hospital	Mercedes Benz	Stem Life Malaysia
AXA Affin	Glenmarie Prop.	Merck	Sudong
Bank Islam	GRAB	Mesiniaga	Sunway Group
BNM	Grand-Flo Berhad	Microsoft	Super Pages
Bank of China	Great Eastern Life	Microsoft Malaysia	SSM
Bank of Maldives	GAB	Mines Marketing	Swiss-Garden
Bank Rakyat	Hap Seng Group	Mitsui Soko	SYABAS
BSN	Heidelberg	Mitsui OSK Lines	Takaful Malaysia
Belkin	Hei-Tech Padu	MMC-Gamuda	Taylor's Edu Group
BeMis	Henry Butcher	Monarch	Teledirect
Big Dutchman	Hewlett Packard	Mondelez	Telekom Malaysia
BMW	Hilton Hotels	MSIG	TGV Cinemas
Boehringer Ingelheim	Honda Malaysia	MYOB Asia	Uni of Oklahoma
Bosch	Hong Leong Bank	Nestle Malaysia	Time dotcom
BCG	Huayang	Nike Malaysia	TNB
Boustead Group	IBM	Nokia Asia Pacific	TNT
Canon Malaysia	IBBM	NTT Docomo	Tokio Marine
Carlsberg Malaysia	ICI Paints	Nu Skin	Touch n Go
CCAM	iCimb	OCBC	Toyota Capital
CCM	IDS Group	Orisoft System	TYCO
Celcom	IILM	Paradise Resorts	UEM-Sunrise
Celcom Axiata	IKEA	ParkRoyal Hotels	UMMC
Century Battery	iMoney	PayPal	UMW Toyota
Century Logistics	IWK	Petronas	UOB
Cerebos	Indiana University	Pfizer	VADS
Chevron Malaysia	ING	Pharmaniaga	Vale
CIMB Aviva	IBBM	Phillips	Vsource
CIMB Group	Inter-Touch	Polyplastics	Watsons
Citibank Malaysia	Intel	POS Malaysia	Yamaha Motors
City-Link Express	IOI Properties	Prometric	Yeo Hiap Seng (M)
Club 21	iPerintis	Proton Edar	Zenith Media
CNI	IT-365	Prudential	
Colgate Palmolive	Jebsen & Jessen	PSDC	
	JCI	Public Mutual	
	KBU		