

# Alvinder Singh

## Learning & Transformation Specialist

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### EXPERIENCE

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#### Bank Simpanan Nasional (BSN)

Nov 2023 – Present

Executive, Learning & Talent Management Specialist

Kuala Lumpur, MY

- Rolled out enterprise-wide assessment frameworks for 7,500 employees and Board-level stakeholders, providing leadership with a clear view of current capability gaps and strategic alignment.
- Translated raw data from Employee Engagement Surveys (EES) and Succession Planning into actionable talent dashboards and interventions, ensuring development programs address real-world performance issues.
- Led the bank's early shift toward AI by managing vendor partnerships and building in-house AI learning modules. My goal was to move beyond the hype and create practical digital literacy for all staff.
- Managed Individual Development Plans (IDPs) for senior leaders, facilitating the career conversations necessary to ensure a healthy and ready succession pipeline.
- Personally designed and taught full-day AI and Prompt Engineering workshops for 50+ senior executives, making complex tech concepts accessible and relevant to daily banking operations.
- Winner of the HR Ivy League (2024) and Gold Award for Excellence in the Use of HR Technology (HR Excellence Awards 2025).

#### ExxonMobil AUNZ, Scicom Msc Bhd

Apr 2023 – Oct 2023

Assistant Operations Manager (Promoted)

Kuala Lumpur, MY

- Identified a need for better digital engagement and led the launch of Live Chat service channels for international O&G loyalty programs, resulting in a 21% increase in engagement within the first 90 days.
- Created custom operational dashboards to monitor KPIs, maintaining a consistent 95% service level and hitting contractual benchmarks.

#### ExxonMobil AUNZ, Scicom Msc Bhd

Jan 2021 – Apr 2023

Quality Management Specialist (Promoted)

Kuala Lumpur, MY

- Coached a team of 20+ agents, moving away from "tick-box" QA to a continuous improvement model based on structured feedback and performance data.
- Built automated QA templates and system checks that reduced manual reporting time while increasing the accuracy of insights provided to management.

#### Nestle SGMY, Scicom Msc Bhd

Nov 2019 – Dec 2020

Customer Service Executive

Kuala Lumpur, MY

- Resolved high-volume customer inquiries across multi-channel platforms, maintaining a 90% first-contact resolution rate (FCR) and exceeding monthly customer satisfaction (CSAT) benchmarks.

### EDUCATION

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#### Universiti Tunku Abdul Rahman (UTAR)

May 2019

Bachelor of Engineering (Hons), Mechanical Engineering

Kuala Lumpur, MY

### OTHER

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- **Technical Skills:** AI-assisted coding (Google Antigravity), HTML/CSS, and basic React for prototyping.
- **Learning Technology:** LMS Management, E-Learning Content Development (Articulate).
- **Data & Analytics:** Workforce Insights (EES), Learning Analytics, Executive Dashboards, Performance Monitoring, Microsoft Power Platform.
- **Certifications:** HRDC Train-The-Trainer (TTT) Certified, AI+ Foundations by AI CERTs USA.