ALVINDER SINGH

Lead, Digital Learning & AI Capability Strategist

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PROFESSIONAL SUMMARY

Strategic Learning Leader and AI Architect with a background in Mechanical Engineering, specializing in the design of enterprise-scale digital learning ecosystems. Expert in bridging the gap between Generative AI capabilities and workforce productivity for organizations of 7,500+. Proven track record in translating complex technical roadmaps into high-impact behavioral change and leadership readiness. Focused on driving organizational ROI through AI-enabled performance support, automated talent analytics, and rapid AI coding content engineering.

EDUCATION, CERTIFICATION & AWARDS

- **Bachelor of Engineering (Hons), Mechanical Engineering** | Universiti Tunku Abdul Rahman (UTAR) | 2015 - 2019
- **Train-the-Trainer (TTT) Certified** | HRD Corp Malaysia | 2025
- **HR Ivy League Winner** | Recognized as a **High Performer** at Bank Simpanan Nasional | 2024 & 2025
- **Gold Award, Excellence in the Use of HR Technology |** HR Excellence Awards | 2025

PROFESSIONAL EXPERIENCE

Lead, Digital Learning & AI Capability Strategist (Executive)

Bank Simpanan Nasional (BSN), Kuala Lumpur, Malaysia | Nov 2023 - Present

- **Enterprise AI Capability Orchestration**: Architected the bank's inaugural AI Learning Roadmap for 7,500+ employees. Developed in-house LLM-driven learning modules, reducing external vendor dependency by 40% and accelerating internal AI literacy.
- **Digital Learning Transformation**: Spearheaded the transition from traditional training to an Agile Digital Learning Ecosystem. Utilized AI Coding (Antigravity) & Power Automate to prototype custom learning tools & dashboards, reducing development cycles for critical regulatory training by 60%.
- **Data-Driven Succession Frameworks**: Engineered an AI-powered Talent Classification matrix. Rolled out an AI-powered EES dashboard to all 23 business units in the bank, increasing leadership visibility on engagement metrics.
- **High-Stakes Leadership Enablement**: Consulted and upskilled 50+ Executives & Managers on Prompt Engineering and AI Workflow Automation in banking, directly influencing the bank's digital transformation culture and operational efficiency.
- **Performance Consulting:** Designed enterprise-wide Individual Development Plans (IDPs) and competency models, ensuring alignment between human capital development and the bank's strategic growth objectives.

Assistant Operations Manager (Regional Enablement), ExxonMobil APAC

Scicom MSC Berhad, Kuala Lumpur, Malaysia | Apr 2023 - Oct 2023

- **Multi-Market Launch Strategy:** Spearheaded the launch of digital service channels for 4 international markets (Singapore, New Zealand, Guam, Saipan). Ensured 100% operational and pedagogical consistency across diverse geographic regions.
- **Operational Engineering:** Applied engineering logic to learning workflows, reducing "Time to Proficiency" for new hires by 25% through the design of automated feedback loops and standardized job-aids.
- **Strategic Growth:** Built and led high-performance customer service teams to support a 21% increase in project volume within the first 90 days of launch, maintaining a 95% CSAT score.

Quality Management Specialist, ExxonMobil APAC

Scicom MSC Berhad, Kuala Lumpur, Malaysia | Jan 2021 - Mac 2023

- **Process Automation:** Developed automated QA templates and system checks that improved monitoring efficiency and data accuracy across the global operations floor.
- **Data-Driven Coaching:** Led quality assurance and performance coaching for 20+ agents, utilizing structured evaluations to sustain a 95% CSAT average for two consecutive years (exceeding the 85% KPI).
- **Performance Gap Analysis:** Partnered with cross-functional training teams to identify and address systemic performance gaps through targeted instructional interventions.

CORE CAPABILITIES & AI TECH STACK

- **L&D Strategy**: Performance Consulting, Kirkpatrick ROI Evaluation, Competency Modeling, Agile Systems, Future Skills Framework (FSF), Succession Planning Frameworks.
- **AI Orchestration**: Prompt Engineering (System Instruction, Few-Shot, Chain-of-Thought), LLM Integration (Gemini), AI Content Suites (Canva, NotebookLM, Google Workspace, Copilot Studio).
- **Technical Foundations**: AI Coding (React/JS/HTML/CSS for L&D tools), Mechanical Engineering Systems Logic, Learning Management Systems (LMS), Articulate Rise/Storyline.
- **Leadership**: Stakeholder Management (Board-Level), Succession Planning, Workforce Transformation Strategy, Change Management.