

# PROFILE OF CONSULTANT

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## **Suresh Kumar Dhawan**

**Suresh** has been a consultant in the training industry for 7 years now. He is the CEO and Principal Consultant of LEADS Learning And Development Services. Suresh is also the founding member of the Malaysian Association of Professional Speakers (MAPS) and a professional member of the International Federation for Professional Speakers (IFFPS). He is an associate member and speaker for the Malaysian Institute of Management (MIM) and has been conferred the Tun Razak Youth Leadership Award (TRYLA), by YAB Dato Seri Najib Tun Razak and MIM.

He has extensive experience in the service and marketing line as he served as an Advertising Sales Executive and Writer in the largest monthly circulating Health Magazine in Singapore. Suresh engaged himself in a fulfilling career as a Trainer with the Malaysian Humanitarian Foundation where he developed and conducted training programs, on relationship building, communication skills, emotional control and coping and handling skills. He also had the privilege of taking up the position of Training Specialist with the Sunway Group of Companies over looking 127 of its subsidiaries training needs and personnel development programs, including the management trainee program and succession planning framework for the entire conglomerate.

Owing to his passion towards his career, he has been invited to give talks in esteemed organizations like MIM, conduct learning activities for charitable organizations such as the Alzheimer's Disease Foundation (ADFM) and to speak on Television talk shows such 'GLOBAL' and 'Moving On Two' on various subjects.

Suresh is an energetic and versatile speaker who is able to conduct programs in both the English and Malay language. He conducts courses strictly in the field of improving performance such as Customer Service specific for all levels, Team Building designed for service improvement, team excellence and peak performance, Work Effectiveness which concentrates on hands on work competencies and skills, including Business Communication and Writing Skills, Telephone Skills, Public Speaking, Presentation Skills and Stress Management workshops. His Interpersonal Development programs focus on human interaction and communication competencies where as his Personal Development programs focus on self-empowerment, confidence and enhancing potential. The Leadership programs he conducts focuses on team leaders and team players.

He is an expert in his field as he conducts his own research, which includes his own interviews, on sight observations and behavioural impact evaluations. A scientist by nature, he develops his own material through continuous research and practical experience.

He has trained more than 10000 people of all ages, in over 100 large and small organizations, various ethnicity, from ages 6 to 60 years. These people rank between Chief Executive Officers, Managing Directors, General Managers, Managers, Executives, Supervisors, Secretaries, Front Liners, Field Workers, Teenagers, Children etc.

He has had the privilege and opportunity to work with organizations like, Maxis, TM-Touch, Maybank Group, Great Eastern Life, Malaysian Institute of Insurance, Bursa Malaysia, Panasonic Malaysia, Multimedia Development Corporation, Malakoff Berhad, DRB-Hicom, Perodua, Naza Group, Ambank Group, DHL, Bank of America, Bank of Tokyo, Deutsche Bank, Accenture, Permodalan Nasional Berhad, YTL Group, Kumpulan Perubatan Johor, Sunway Group, Hong Leong Yamaha, Gas Malaysia, UEM Group, Danaharta, Securities Commission, Dekon Holdings, Tenaga Nasional and many other reputable organizations. He has an impressive track record of repeat programs due to his emphasis on quality and program customization.

Suresh gives his very best in every training session laced with humour and fun activities. Concepts are translated into applicable and practical techniques because he believes that people not only need to know what to do, but more importantly how to do it. He is a training consultant who speaks through experience, and the human heart.

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## Among his many accomplishments:

- Conducted a nationwide customer service program for the sales and service personnel of Permodalan Nasional Berhad (PNB). Delivered a 2-Year Training plan for selected personnel of PNB.
- Conducted a customer service program for Sunway Shared Services Centre Sdn. Bhd. with emphasis on process reengineering and customer management.
- Conducted communication skills, customer service, telephone techniques programs for Sunway Holdings Incorporated Berhad.
- Successfully trained service personnel of STAR-LRT from security guards to counter personnel in a corporate wide customer service upgrade campaign.
- Conducted a company wide Customer Service program dubbed the 'SILK Way of Service' for Sistem Lingkaran – Lebuhraya Kajang Sdn. Bhd. (SILK) which involved all toll tellers, supervisors, traffic patrol, traffic controllers and security guards.
- Conducted a company wide Customer Service program for the Customer Service Assistants (CSA) of PLUS Berhad.
- Conducted a program on service operation management and complaint handling for the entire workforce of Hotel Sri Petaling. The program identified critical areas for upgrade and complaint categories for further study.
- Trained call centre and front counter service personnel of TM-Touch.
- Conducted a Interdepartmental Team Building Session coupled with a 3 month action driven follow up schedule for Dekon Holdings Sdn. Bhd.
- Key note speaker for Malaysian Institute of Management (MIM) on Sales and Service.
- Conducted regional customer service program for the Touch n' Go call centre, service centers and dealerships with emphasis on up grading the service mindset and customer centricity.
- Successfully trained Maxis service personnel for team excellence.
- Conducted an exclusive training program to improve communication and work performance of the accounts and legal personnel of the Securities Commission.
- Worked together with the Maxis training department for a monumental event of creating the biggest bamboo logo in Malaysia which was accepted into the Malaysian Book of Records. The feat was achieved during the annual customer service conference that involved 800 service personnel all at once.
- Completed a national branch alignment campaign to boost team commitment and internal customer service of Perodua Sales. Produced a comprehensive report highlighting action plans for departmental issues and implementation datelines together with training recommendations.
- Engineered vision alignment tools for Maybank Berhad's Vision Alignment Campaign which included training personnel from junior executives to senior managers.

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- Trained the entire executive workforce of Alam Flora on customer service which includes the operations, human resource, customer service, administration, finance and logistics personnel for 3 years. They have recently won three crystal awards for customer service.
- Lead numerous corporate wide teambuilding programs with emphasis on internal and external customer service and camaraderie, such as Bursa Malaysia, Gas Malaysia, Bank of Tokyo, Bank of America, AmBank Group, Malaysian Institute of Insurance (MII), Maybank, Ambank and others.
- Conducted a specialized Customer Service program for the project team of Deutsche Bank, which involved personnel from various ranks dealing with high profile projects.
- Conducted a corporate wide internal customer service survey for Primerite Sdn. Bhd. and external customer service survey of their loyal, new and lost customers which became the basis of the corporate wide customer service program. The program report included human resource and training interventions which were later made into corporate policies.
- Trained the entire personnel of MSC Management Services and helped them look at avenues of overcoming the current hick-ups when servicing MSC status companies.
- Trained the sales force of Jardine One Solutions Singapore and Malaysia. It was a program focusing on merging cultures of both countries.
- Trained the Executive team of Colgate-Palmolive with emphasis on regional direction and human capital improvement.
- Trained the Executive team of Ramunia Fabricators on Vision and Values engineering with global expansion as the main focus.
- Trained the entire workforce of NAZA Kia and NAZA Motors with the focus of ironing out inter-departmental blocks and promoting process improvements through team communication.
- Trained a large number of multi-national companies (MNCs) in teaming to excel programs, such as Volvo, Nestle, F&N Coca-Cola, Sanofy Synthelabo, Reckitt-Beckinser, CCM Pharma, EAC Holdings, and Dutch Lady.
- Conducted a leadership workshop for OAC Berhad senior managers which focused on improving internal operations.
- Involved with the executive committee of Japanese Tobacco International in designing the annual sales conference in Haadyai, Thailand which included training 500 sales personnel.
- Forged cultures of MNCs like Reckitt-Beckinser which witnessed the sales force of Malaysia and Singapore come together to build closer ties and smoothen operational processes.
- Trained local giants like YTL, Proton, Eon, Public Bank, VADS, Tan Chong Motors, Malakoff, UEM, Takaful Ikhlas, and many others.