

PROFILE



Wong Kum Yoke
Principal Consultant

Certified Practising Management Consultant (PMC)
Certificate in Advanced Training and Assessment (ACTA)
Diploma in Adult and Continuing Education (DACE)

Kum Yoke has had an active career of more than 20 years in business process re-engineering, project management, IT implementation cum support services and human capital development. Her expertise lies in consultancy and training services in strategy planning, performance and change management and leading teams to meet organizational goals.

Kum Yoke's corporate career spanned several organizations including senior logistics appointments in government, statutory organization and MNC. She had served in managerial roles in both private and public organizations. Her personal aim is to help organizations and individuals realize their potential for maximum performance in life. Kum Yoke also facilitates individual and group coaching sessions and trains senior executives as well as front line staff in personal development and management programs.

Experience

Kum Yoke has been actively providing business process consultancy, internal audit and performance management services for departmental and individual key result areas in MNCs. She also provides Business Excellence (BE) consultancy services for clients. In the area of training, she conducts leadership and management courses at both managerial and non-managerial levels. Examples of such programmes include Performance Management and Appraisal programmes, Coaching Skills and Supervisory Skills, Change Management, Business Process Re-engineering and Service Excellence. Kum Yoke also delivers these programmes for both public and private sector clients.

Kum Yoke has the innate ability to connect with a wide range of audience, from the frontliners, supervisors, executives, to managers and even senior management. She is highly proficient in using the English and Chinese mediums in her delivery of training programmes. In many of her programmes, she provides much individual and group coaching to crystallise the learning. Her personal aim in training is to help individuals realise their potential for maximum performance in life.

Her consultancy skills has benefited organizations in Hong Kong, Australia, Italy, France, Turkey and USA. Working on these projects had enabled Kum Yoke to broaden her experience in cross-cultural consultancy and training.

She has led and guided a team of IT consultants to achieve SAP Customer Competence Center Certification within a 3-month timeframe exceeding original target of 6-month completion date set by the Global Chief Information Officer.

Qualifications

Kum Yoke graduated with a Bachelor of Art & Social Science from the National University of Singapore. She has also attained the Certified Practising Management Consultant (Singapore PMC Certification Pte Ltd), Advanced Diploma in Management Accounting (LCCI), Certificate in Advanced Training and Assessment (Institute of Adult Learning) and Diploma in Adult and Continuing Education (Institute of Adult Learning).