



## **Michael Giam - Principal Consultant (Asia Pacific)**

*MBA, GDBA, PMC, ACTA, MBTI-Accredited*

*Michael Giam* is an international business professional with more than 2 decades of senior management experience working in highly complex and cross-cultural business environments. By focusing on business and market fundamentals as well as human capital development, Michael assisted companies to establish clear and achievable strategic business goals.

Michael has worked for several MNCs including CWT Distribution Limited (Singapore), International Data Corporation (USA), the Millennium & Copthorne International Hotels Group (Singapore), Marriott International (in China) and Melco China Resorts (Holding) Limited.

In his tenure at CWT, Michael was appointed by the CEO as the Management Representative to lead in corporate culture development and change. He was instrumental to develop, implement and coached several action programs for the leaders and management that were necessary in the development of a learning culture within the organization and beyond. In later years, Michael was selected by the industry to become one of the Executive Committee Members representing the Singapore hospitality industry to provide value-added initiatives and plans to the local government in enhancing the skills and value of the local workforce. He was also active in helping the community, especially those unemployed and in poverty to reskill them and bring them back to the workforce.

From 2006 to 2011, Michael worked in China for Marriott and Melco China Resorts to open new hotel properties and restructured some of their flagship hotels. In 2012, Michael has also worked for the Society of Petroleum Engineers in Malaysia as their Asia Pacific Director of Operations responsible for organizing and managing industry-related MICE activities. In his tenure, he has developed good relationship with key stakeholders and decision makers in many national oil companies and international oil and gas corporations.

Michael established MG Consulting Associates (MGCA) together with a team of specialized partners in 2014 to provide a wide range of business consulting services, training needs analysis, leadership coaching and training programs to support companies in exceeding their inaugurated goals and achievements. Projects include assisting the GM in opening the first Wyndham flagship hotels in Singapore; worked as an interim General Manager to open an exclusive club for music and arts professionals in Guangzhou; developed and implement a comprehensive strategic Customer Service Excellence Program for United Overseas Bank in China as well as

providing professional HR service & consultation to the new rebranded Hotel Jen in Singapore. Within a short span of time, MGCA was nominated for the Singapore's Business Luminary Award for outstanding customer service. Due to good business practice and performance as well as excellent customer service, the company has recently integrated with the present consulting firm to expand the scope of work globally.

Michael has always been interested to develop the next generation of talents and leaders. Since 1995, Michael has served as an adjunct faculty for several local and foreign universities as well as other learning institutions on topics such as Human Resource Management, Leadership Coaching & Counselling, developing and implementing Training Needs Analyzes for different levels of staff and specialized positions, Performance Management, Business and Employment Law, Organizational Behavior, Customer Service Training and many others.

Professionally, Michael is:

- Certified Trainer & Assessor of WSQ Advanced Certificate in Training and Assessment (ACTA) – by the WDA Singapore.
- Registered Practicing Management Consultant (PMC) by the Singapore Business Advisors and Consultants Council (SBACC).
- Certified MBTI Accredited Administrator for Australia, Singapore, Malaysia, Hong Kong and The Peoples' Republic of China (PRC)
- Practicing consultant for PRC – Chinese Labor Law (2008)
- Appointed Trainer for Employment Intermediaries (CEI) Certificate by Ministry of Manpower, Singapore
- Appointed Skillsfuture Mentor for SMEs by Spring Singapore

Professional Membership:

- A member of Singapore Chinese Chamber of Commerce & Industry
- A member of Singapore Workforce Advancement Federation (WAF)

## 严纬珉 [迈克]: 战略规划 | 流程改革 | 商务行政管理

拥有超过 25 年高级国际商务管理及行政经验，曾在不同领域，跨文化业务环境中工作。纬珉专注于市场动态以及企业人力资本来建立明确可行的战略流程；利用关注细节的眼光和凭着稳健尽责的职业操守，为公司/客户建立清晰明确且可实现的企业战略及发展目标。

从人力资源高管擢升至区域总监，纬珉曾在 CWT 物流公司(新加坡), 国际数据公司(美国), 千禧酒店集团 (新加坡), 万豪国际酒店管理公司 (中国) 和 新豪国际集团 - 中国度假村(控股)有限公司等多个跨国公司担任高管工作。其中值得一提的是，在上市公司-CWT 任职期间，纬珉曾被首席执行官特别委派为集团文化管理总监，主导公司企业文化发展、进化和变革，并在企业内部和跨集团间的学习文化发展过程中完善、实时并传授了多项卓有成效的行动计划。多年后，纬珉在获得多方的认可后，于 2003 年被推举为国家执行委员会成员，代表新加坡酒店业参与当地政府提升本地劳动力增值及行业工资改革计划。与此同时，纬珉也很积极的参与社区活动，帮助失业者或有需要的国人学习新技能，然后尽量安排他们新工作。

从 2006 年到 2011 年，纬珉受雇于万豪国际酒店管理集团和新豪国际集团，主要从事中国区酒店及旗舰酒店的开业人才搭建和运营流程完善工作。其也在 2012 年担任过在马来西亚的国际石油工程师学会亚太区运营总监，负责行业相关的会议服务工作。

为进一步为企业服务，在 2014 年纬珉和一班不同邻域的跨国专业伙伴合伙创办了 MG 商业顾问公司，提供广泛的商业咨询服务 – 包括市场动态分析；企业流程管理审计；协助企业辅导，培训及保留人才等等工作。这年所做过的项目包括协助美国温德姆酒店管理公司在新加坡的第一家酒店开业；为新加坡大华银行在中国 18 家分行制定并实施一项全面顾客优质服务的战略计划；以及为香格里拉酒店集团旗下的 Jen Hotel 提供专业人力资源服务与咨询等。公司在短短两年时间内，被亚洲新闻台提名为新加坡商业大师杰出服务奖的其中一家入围候选公司。由于良好的经营实践和成绩，以及卓越的客户服务，该公司最终被目前的国际顾问公司收购以及整合，扩大工作范围到全球。

纬珉一直对培训及培养下一代人才有深厚的兴趣。自 1995 年以来，纬珉都在业余时间担任大学，职业学校以及其他教育机构的兼职导师，所教的课目包括人力资源管理，领导培训，商业法律，客户专业服务，等等。

#### **个人专业文凭以及会员：**

- 澳大利亚西悉尼大学工商管理硕士(1998)
- 澳大利亚西悉尼大学工商管理学士(1996)
- MBTI 性格类型测验专业（澳大利亚及亚太）导师执照
- 自修中华人民共和国劳动法(2008)
- 新加坡人力发展局颁发的国家高级培训及评估师证书(ACTA)
- 新加坡人力部委任的就业中介人导师证书 (CEI)
- 新加坡商业顾问以及顾问委员政务会颁布的执业商业管理顾问执照(PMC)
- 新加坡标准、生产力与创新局委任的中小企业未来技能导师证书 (Skillsfuture)

#### **专业会员：**

- 新加坡中华总商会
- 新加坡劳动力发展联合会