



ONG CHENG HOON, JUDY

judyoch@yahoo.com

010-4641877

SUMMARY

As a dedicated **Program Manager cum Lecturer with a background in Human Resources**, I am eager to contribute my expertise to your esteemed team. My passion for fostering learning and implementing effective HR strategies aligns perfectly with your organisation's goals. I am excited about the opportunity to collaborate with like-minded professionals and drive impactful initiatives that enhance both educational and operational excellence.

I am also a **certified HRDF Trainer** and currently working towards obtaining accreditation.

EXPERIENCE

Program Manager cum Lecturer *April 1999 – July 2024*
MSU College – Penang

Key Responsibilities & Contributions:

1) Teaching & Curriculum Development

- Delivery high-quality lectures in both IT and Business-related subjects to Certificate, Diploma and Degree students.
- Designed and developed course syllabi, learning materials and assessments aligned with national MOHE education standards.
- Integrated innovative teaching methodologies, including blended learning, AI-driven teaching tools and experiential learning techniques to enhance student engagement.

2) Institutional Leadership & Administrative Roles

- Served as Program Manager and TESL Internship Co-ordinator, contributing to strategic planning and academic policy development.
- Led program accreditation processes to ensure compliance with Malaysian Qualifications Agency (MQA) and Ministry of Higher Education (MOHE) standards.
- Developed partnerships with industry stakeholders and educational organisations to enhance institutional reputation and employability outcomes.

3) Student Mentorship & Development

- Provided academic advising and career guidance to students, helping them navigate their educational and professional journeys.
- Organised student development programs, industry talks and workshops as well as internships, bridging the gap between academic learning and industry requirements.
- Acted as a mentor and advisor for student-led initiatives, research projects and innovation competitions.

4) Professional Development & Industry Engagement

- Attended and presented at workshops and seminars on teaching skills development and workforce enhancement.
- Established and maintained industry collaborations to ensure curriculum relevance and prepare students for future workforce demands.

5) Recruitment & Performance Management

- Managed recruitment cycle, including job postings, candidate screening, interviews and onboarding.
- Developed and maintained a candidate database to streamline future hiring processes.
- Assisted in performance appraisal processes, ensuring fair evaluations and feedback implementation.

Key Achievements:

- Played a key role in institutional achievements, namely MQA & MyQUEST accreditations and joint initiatives with public university for SDG event and competition.
- Spearheaded collaborative projects with industry partners and NGOs to enhance education and enrich student learning experiences.

Clerical

August 1996 – January 1998

ABN Amro Bank - Penang

A dedicated and detail-oriented Clerical with 1.5 years of experience in the Risk and Management Control Department. Responsible for supporting risk assessment, compliance monitoring and internal control processes to ensure adherence to banking regulations and policies. Skilled in data analysis, document verification, report preparation and risk management procedures.

EDUCATION

Segi University

2024 – 2025

Malaysia | MBA in Human Resource Management

Bolton Institute

2000 – 2000

United Kingdom | Bachelor of Science in Computing

Institut Perkim-Goon

1997 – 1998

Penang | IMIS Higher Diploma in Business Computing

Institut Perkim-Goon

1996 – 1997

Penang | NCC Diploma in Computer Studies