

Muzaffar Portfolio



CORE EXPERTISE & COMPETENCIES

Mr Muzaffar has been in the social and community services for about 4 years now. He has always had a passion to serve in the community and to train. His niche and passion also lead him to be a Curriculum and Development Executive in the Centre for Seniors.

His has an initial background in Law achieving his Diploma in Law from the University College London through a correspondence programme with The Singapore Institute of Commerce (Stansfield Law School Singapore).

He also has a first Degree in Humanities and Social Science from the University of Tasmania (Australia) where he has lived and worked for over 5 years.

He has experience with Mendaki Sense has given him grounds to conduct training & career development and hence was appointed to launch the First PMET (Professional Managers Executive & Technician programme) which was held on the 31st of July 2009, at the Holliday Inn Atrium Plaza Singapore by Mendaki.

He also has previous working experience with the Commonwealth Bank of Australia where he worked in the Investment Relations Department in Hobart (Tasmania) Australia.

Mr Muzaffar is currently training the READY programme for the Centre for Seniors and also trains on behalf of NTUC's Employment & Employability Institute (E2i) on Employability skills and Self enhancement programs. He also develops different tiers of curriculums that align with the organisation mission and vision.

Mr Muzaffar brings with him his learning experience through previous appointments and is a staunch believer in life long learning.



MR JIM THEN , M.SocSc, (Counselling), BA (Psychology) started with The SBL Family Service Centre in 1999 as a programme coordinator and subsequently as a counsellor. During that period he worked on counselling cases pertaining to psychological and financial issues with individuals, families and elderly and with the Family Court on mandated family violence cases.

Prior to his engagement in the social services, he was the Operation Director of Hallrich Group of companies in Investment and Futures Trading. After thirteen years, he left to pursue his second career in social service at the age of fifty five.

In 2000, he achieved a Diploma In Counselling from University of Edith Cowan, Australia and subsequently BA (Psychology). He continued with learning and achieved his Masters in Social Science (Counselling) from University of South Australia in 2006 at the age of 61. Besides, he had received intensive training in 'Satir' Transformational Brief Therapy, Cognitive Behavioural Therapy and Stress Management with meditation and art, because of his passion to make a difference in the lives of fellow seniors and others; so that they would continue to experience joy and meaning in their life's journey.

He had conducted workshops in Changi Prison Complex for the inmates prior to the release, on skills in integrating with their families and society. He also served in the Tampines West Inter-Racial Confidence Circle for four years and volunteered at the Kampong Chai Chee Elderly Activities Centre to assist the lonely elderly residents to manage their daily needs and issues.

During his last appointment with Centre For Seniors, he had conducted Pre-retirement courses for the staff and management of Housing Development Board, Urban Renewal Authority, Land Transport Authority, National Environment Agency, Immigration Checkpoints Authority, Ministry of Manpower, Ministry of Education, Public Service Division, Ministry of Community Development, Youth and Sports, National University of Singapore, Singapore Corporation of Rehabilitative Enterprises, Singapore Sport Council, National Health Group Polyclinics, K K. Hospital, Tan Tock Seng Hospital, Singapore General Hospital, United Overseas Bank, Tien Wah Press, NTUC Club, Port Of Singapore Authority, Sembawang Corporation and various Trade Unions of National Trade Union Congress. He had also conducted customized Mentoring and Pre-retirement courses for the senior staff of Sing Health and National Health Groups, Keppel Shipyard and Jurong Shipyard. Despite tight schedule Jim had also given public talks in trade unions, Active Ageing Carnivals and forum at National University Graduate Club. In year 2010 February, he had decided to relinquish his designation as Training Manager to be a free lancer trainer for Centre For Seniors.

TRAINER PROFILE : LIM SIM HONG

Educational Background

Lim Sim Hong has a degree in Accountancy, University of Singapore and is a Fellow with the Institute of Certified Public Accountants, Singapore and the Association of Chartered Certified Accountants, U. K. She holds a Master of Business Administration degree from the Heriot Watt University, Edinburgh, U.K. She also has a Professional Diploma in Training and Development (Singapore Training and Development Association) and is a certified ACTA (Advanced Certificate in Training and Assessment) trainer.



Professional and Corporate Experience

In her professional career, Sim Hong has a wide diversity of experience in :

- local, multinational and regional organizations
- dealing with people from all organization levels

Her professional experiences in a multinational and accounting firms include :

- Financial and business controls and management, financial & operational audits and business process reviews/re-engineering for :
 - Manufacturing and subcontracting operations
 - Trading, service and infrastructure projects business organisations
 - Corporate staff & shared service functions
 - Regional management operations
- Project management for :
 - Corporate-wide cost savings program
 - Divestments & disentanglements of business units
 - Regional office setup

She held several management positions in Philips Electronics Singapore Pte Ltd and her last position was that of Asia Pacific Financial Controller for the Philips Projects Division. Subsequently, she was re-engaged by Philips as Project Director and successfully managed and completed a number of divestment & disentanglement projects.

Training Experience

She has conducted numerous training workshops for thousands of participants from a wide diversity of organizational backgrounds, education levels, age, occupations and cultures. Her areas of training encompass the following :

- Mindset Change & Motivational training
- Service Industry Skills and Mindset
- Gaining employment and maintaining employability
- Soft Skills e.g Personal Effectiveness, Communication, Relationship Management, Problem Solving and Decision Making, Initiative & Enterprise, Learning & Personal Development
- Mentoring Skills and Intergenerational Bonding at the Workplace
- Financial Appreciation and Business Controls
- Stress and Health Management, Yoga and Relaxation Techniques

Her participants appreciate the extensive experiences and knowledge which she brings to the classes in an approachable and pragmatic style. Her personal passion is to facilitate and motivate participants to discover their personal strengths and enhance their motivation to excel and engage in continuous learning.

Details of Training and Related Experiences

Her training experiences include :

- Training with the NTUC Learning Hub for various clients and industries in Employability Skills and Soft Skills such as :
 - Certified Service Professional Programme
 - Employability Skills System (Operations/Supervisory)
 - Communications & Relationship Management
 - Personal Effectiveness
 - Problem Solving and Decision Making
 - Learning & Personal Development
 - Initiative & Enterprise
 - Personal Grooming
 - Providing GEMS Service
 - Dealing with Transition/Employability Camp/Retrenchment/Job Seeking Workshops
 - Mindset Change/Managing Change/Motivational Workshops
- Course Designer and Developer and Master Trainer for :
 - Turning Silver Into Gold Programme (preparing mature workers for today's workplace)
 - I Am Ready To Move Forward ! (Mindset Change/Managing Change) for Public Service Division
 - Senior Mentors @ Work (Centre for Seniors)
 - Understanding & Communicating with Mature Employees (Centre for Seniors)
- In house training and content development for workshops in
 - Accounting
 - Business controls
 - Financial Appreciation for financial, commercial, manufacturing and operational managers, executives and junior staff.
- In house departmental team building, staff development, coaching and counselling workshops
- Conducting Corporate wide program deployment and communication
- Editorship of corporate newsletter and program newsletter
- Training in stress and health management, yoga and relaxation techniques

Training Clientele

NTUC LEARNING HUB :

- **Community Development Councils** – South East & West, North East & West
- **E2i & NTUC** – Retail, Service & Manufacturing
- **Public Service/Statutory Boards** – Ministries of Education, Manpower, Home Affairs, Information, Communications & the Arts, Community Development, Youth & Sports, Attorney General's Chambers, Parliament House, Istana etc, Singapore Prisons, Land Transport Authority, NEA, HDB
- **Manufacturing/Construction/Power Industry** - LSI Technology (Singapore) Pte Ltd, Energizer Singapore Pte Ltd, Philips Electronics Singapore Pte Ltd, Showa Denko Singapore Pte Ltd, Hoya Magnetics Singapore Pte Ltd, Delphi Automotive Systems Singapore, Stats Chippac Ltd, ETLA Ltd, AFPD Pte Ltd, Kulicke & Soffa Pte Ltd, Leica Geosystems (S) Pte Ltd, Hurco South East Asia Ltd, Singapore Aerospace Manufacturing, ST Logistics, Grundfos, Dembicon, Hock Lian Seng, Seraya Power, Qioptiq, Sony Electronics, Fujitec, Weatherford, Panasonic, ST Marine, Seagate, Glaxo Kline Smith, Becton Dickinson, Kenwood
- **Integrated Resorts Projects, Hotels, Leisure & Entertainment, Service Industry** – Marina Bay Sands & Resort World Sentosa Projects, Raffles Hotel, Copthorne Hotel, Garuda Indonesia,, NTUC Club, Quebec Leisure International Pte Ltd, LeisureQuest Pte Ltd, Aetos Security, Airtech, Starhub, AIA Agency, NTUC Fairprice
- **Training, Education, Media & Other Organisations** - Centre For Seniors. Educare Schools Services Pte Ltd, Singapore Press Holdings

CENTRE FOR SENIORS :

- MINDS, HDB & Exxon Mobil House Unions, Union of Security Employees, NTUC Fairprice

IN HOUSE TRAINING – Philips Electronics Singapore Pte Ltd

- Financial & Business Controls training for staff and management teams of manufacturing, commercial & projects business units and regional operations
- Coaching and team building workshops for department operations
- Corporate wide Purchasing, Engineering & Divisional Managers/Executives

YOGA, STRESS AND HEALTH MANAGEMENT

- Kampong Glam, Cairnhill & Toa Payoh Central Community Centres
- Philips Recreation and Wellness Clubs of various business units
- Ngee Ann Polytechnic – Health Management Talk for employees
- Volunteer Seniors Talkshop Programme – Tsao Foundation
 - Community health related talks for the Elderly :
 - Move It or Lose It
 - Practice Balance to Prevent Falls
 - Ties That Bind
 - Eating Well – Nutrition for the Elderly