

## Trainer Profile

Christopher Lim Zi Kai



*Christopher is an innovator who is obsessed with optimizing productivity hacks. As an analytical person who always look out for “Better, Faster, Cheaper” solutions, he deeply believes that mastering technology is the solution to improve the quality of human lives. By fusing his knowledge of business, technology and people, Christopher is on a life mission to equip the nation with digitalization skills for the Industrial Revolution 4.0.*

### **EDUCATIONAL QUALIFICATIONS**

- Masters in Business Administration (MBA) from Quantic School of Business and Technology
- Masters in Engineering Science from University of Oxford

### **PROFESSIONAL QUALIFICATIONS**

- Competent Communicator and Competent Leader award from Toastmasters International
- Certified Professional Banker by Asian Institute of Chartered Bankers
- Certified Human Resource Development Corporation (HRDC) Trainer
- Certified Lean Six Sigma White Belt

### **EXPERIENCE**

Upon graduating with a background in engineering, he has worked in various corporate roles in industries such as property management in Malaysia, education consultancy in China, and gas detector manufacturing in the UK.

In his most recent career working as a Product and Project Manager in Hong Leong Bank Berhad, he had led multiple cross-functional teams consisting a mix of software developers, business analysts, product owners, User Acceptance Testers and delivered a total of 8 Internet and mobile banking projects across various banking divisions such as Retail Banking, Business Banking and Customer Experience. His greatest accomplishment was launching Malaysia's first banking app, Apply@HLB which utilises Electronic Know-Your-Customer (e-KYC) technology to offer a fully digital onboarding experience to apply for an individual account and debit card without walking in to a branch in the midst of the Covid-19 pandemic within 5 months after the e-KYC policy was published by the Central Bank. As a result, this contributed to a sixfold increase in the numbers of accounts opened which subsequently won the Best Digital Bank award from Asiamoney. In addition to his main role as a Project Manager, he also had experience conducting internal training especially in business process improvement, product training, project management and digital transformation related topics.

## RECENT ACHIEVEMENT

In April 2022, he co-founded Aviantech Sdn. Bhd, a technology consulting company based in Selangor, Malaysia which aspires to help businesses in South-East Asia to improve their internal processes and Standard Operating Procedures (SOP) through a combination of education and their proprietary business process management workflow software, AvianFlow.

## SPECIALIZED COMPETENCE

- Business Process Improvement
- Agile Project Management
- Design Thinking
- Digital Transformation
- Entrepreneurship
- Customer Experience
- Fintech
- Operational Excellence

## AWARD AND ACHIEVEMENTS

2022	Certified Human Resource Development Corporation (HRDC) Trainer
2022	Certified Lean Six Sigma White Belt
2019	Certified Professional Banker by Asian Institute of Chartered Bankers
2015-2016	Deputy Chair of Oxford's Engineering Science Joint Consultative Committee
2014	Organizer and Facilitator in Cashflow 101 Workshops to promote financial literacy among college students
2013-2014	Taylor's College Toastmasters Club - Competent Communicator - Competent Leader - Club Treasurer

