



Alastair Chalmers
Nationality: British
Shanghai Based
Languages: English

Areas of Expertise

- Educational consultation
- Managerial training / development
- Cross-department relations and communication
- Driving change management
- Customer focused service development

Recent Engagements

- New Product Owner for a National Product implemented over a 3-year period involving a large re-structuring of the business direction.
- Senior Regional Production Manager for the largest region of students in China. Dotted line manager for the Director of the largest school in the country.
- Facilitating regional Teacher Satisfaction and Net Promoter surveys with a remit of increasing NPS school by school in the city.

Specific Outcomes for Coaching Counterparts

- Enhanced ability to motivate their team
- Develop high performing and highly motivated individuals & teams
- Ability to present with authority and confidence with people at all levels
- More pro-active behaviours and anticipation of business problems

Career History

- Sports Development Officer for UK based Multi-sports company
- Assistant Management with Intercontinental Hotels, Manchester.
- Volunteer with UK Samaritans organisation.
- Senior Regional Production Manager at World's largest private education organisation.



Years of Working Experience

- 20+

IECL Level

- Level 1

Qualifications and Memberships

- Level 1 Coach, Institute of Executive Coaching
- Trainee coach gaining executive coaching experience
- DELTM holder
- NLP Practitioner in training

Background

Ali Chalmers is a Senior Regional Production Manager for the World's largest private education company. He grew up in Manchester, England and has worked in a diverse range of sectors including, hospitality, fitness, medical insurance and education.

His experience includes voluntary work for the Samaritans in the UK and leadership coaching, mentoring and people development in China. He works with school leaders and educators to provide a high-quality experience and product for staff and students across the city. He has been heavily involved in product development and building high-functioning teams for the past 10 years.

Ali is training with IECL to become an Executive coach and is following the ACTP to become certified with the ICF. He is in training to become a certified NLP practitioner as he takes his practitioner and Master practitioner courses with The NLP Academy. His 10 years living in China has given him a deep understanding of the culture and business practices within the country, having worked with company executives and national directors.

Having had experience as a manager in a variety of service and hospitality roles, Ali's passion for improving the customer journey, assessing their "Moments of Truth" and ensuring longer-term customer loyalty is contagious. Finally, his background in Sports Science, Sports Psychology and Team / Individual performance dynamics make him ideally placed to work with groups or individuals on a range of team cohesion issues. Ali has lived and worked in China since 2010 and takes great pride in his approach to cross-cultural work and relations.



Amy Wang
Nationality: China
Shanghai Based
Languages: Mandarin

Areas of Expertise

- Strategic Executive Coaching
- Executive Talent Development
- Whole Systems Approach for Business Results
- Communications Skills
- Inspirational Leadership Development

Recent Engagements

- Senior Executive of a Pro-IPO company to redefine his role and use his personal strengths to achieve assigned goals
- New employee of a public company to redefine her role.

Specific Outcomes for Coaching Counterparts

- Develop high performing
- Ability to communicate with authority and confidence with colleagues

Career History

- Manager of Credit Approval Dept. in Bank
- Auditing manager & partner of Accounting Firm
- Regional CFO of German based International company
- Regional CEO of German based International company
- Founder of Consulting company

Years of Working Experience

- 25+

IECL Level

- Level 2



Background

Amy Wang has nearly 17 years of experience in the field of financial management consulting. In recent years she has focused on leadership and corporate coaching management consulting in the Asia Pacific region. Amy Wang has long-standing experience as senior executive in German based international company, as well as in bank and accounting firm. Her deep insight and experience range over numbers areas of leadership and HR related management.

Since 2002, she has focused on financial operations services at Promenite Fluid Control (Dalian) Co., Ltd. (China Head Office) and is currently the general manager of the company.

Amy Wang holds a Certified EMBA degree from CEIBS and a Masters in Business Economics Management from Macquarie University, Australia.

Amy is passionate for coaching, consulting with people development and with strong willingness to help talents be success.



BAO, Lamei (Angela)
Shanghai Based
Languages: English Chinese

Areas of Expertise

- Organization Diagnosis and Development, Consultation on Developing and Implementing People Strategy.
- Talent Attraction, Development, performance Management and Retention for Leadership, Hi-Po, and Key Position Holders.
- Mentoring and Coaching for HRM escalating to HRD.
- Executive Coaching and Mentoring: Career Transformation.
- Strategic Projects: M&A, Relocation, Culture Development.

Awards

The HR team and companies led by Ms. Bao awarded Best HR Team, Best 100 HR Model Enterprise, Best 100 Excellent Employer Enterprises etc. Personally, she awarded:

- 2019 “Outstanding Achievement HRM Greater China” by HROOT
- 2019 “Top10 Most Internet-Popular HRM” , “Outstanding HRM” Yangtze Delta Region
- 2018 “Outstanding HRM” by 51 Job, “Best HR CoE, Best HR Team” by HROOT
- 2017 “Most Attractive Engineering Company” by Universum
- 2012 “15 persons in 15 years” by China Staff in China
- 2012 “Best HR Manager 2012” by HROOT

Achievements

Ms. Bao was employed by Schindler Elevator & Escalator Company as senior HR VP, responsible for nearly 14,000 employees in China and 1,200+ employees for Escalator Global Division. Over 5 years her major achievements:

- Successfully led relocation project and moved 1,500+ people from downtown to suburb and 1,000+ plant staff from Suzhou to Shanghai with low fluctuation rate.
- Initiated strategic talent programs such as Global Impact Leadership, Female Leadership, General Manager and young talent programs.
- Led Organization Excellence Projects (focusing on business processes, organization structure and RPA), and M&A project.

When she was with Schaeffler as HR VP for Greater China, she achieved:
Supported organic growth from 230 to 9,000 employees within 10 years



- Led and implemented Organization Blueprint Project and Culture Project to meet business and organization development needs.
- Built up strong and sustainable leadership team with high employee engagement and low fluctuate rate. She led a team with 200+HR.

At her career, she developed nearly 100 outstanding HR leaders with business and global mind-set including 20+ HRD and HR VP.

Years of Working Experience

- 20+

IECL Level

- Level 3

Education

- | | |
|---|----------------|
| • 2012-2014 Tsinghua University / INSEAD | EMBA |
| • 2005-2007 Fudan University / Norwegian BI Business School | MBA |
| • 1999-2001 Suzhou University Psychology applied in HR | Master |
| • 1987-1991 East China University of Science & Technology | BA engineering |

Background

Ms. Bao has worked with companies of different background.

- She has 20+ years of practical experience at corporate executive role including SOE, JVs, large MNC private and listed companies. She has experienced different business stages: start-up, wild-growth, rapid development, economic downsize and sustainable high-quality growth periods. She participated in major corporate restructuring and M&As.
- She can deeply understand business strategies and challenges, and transform into talent strategies with super strong execution ability.
- She acted as a change driver in building corporate culture, organizational development, and talent development; she plays an important role in building and promoting high performing teams.



Chai Ying
Shanghai Based
Languages: Chinese, English

Areas of Expertise

Rich experience in Talent management and organization development, focus on Company level Talent Strategy design, leadership development program design and delivery, and certificated leadership courses delivery as well. Expertise covers as following:

- Organization Restructure and Development
- Organization Culture development
- Talent Management for executive & Hi-po managers
- Talent pool establishing, refreshing, assessing and developing practice
- Gender Diversity and women leadership program development
- Certificated organizational / executive coach
- Consultant, Assessment and Mentoring on career development
- Behavioural based interview
- Interpersonal/ Communications Skills
- Experienced professional in HR, customer engineering, R&D, Quality area
- Experienced people management for over 20 years in TOP 500 telecommunications
- Experienced HR TMOD
- Multi culture corporation experience
- Multi-site and management experience

Recent Engagements

- Corporate Leadership program promotion in China Region, covering from first line managers to Executives in the company
- Culture Cohesion tracking program and deep dive for China Region
- Key positions succession plan including refreshment, assessment and development program of a multi-international company to achieve the significant impact on business results.
- “Coaching for Growth”, “Korn Ferry 360 voices assessment” “insight discovery” program contribution, Senior & Middle level Leaders in a multinational company to assess and coach his/her personal character, strength, weakness as well as personal development opportunity and possibility to support on the career development within the organisation
- Mentor of hi-po female leaders/managers (be part of women in leadership program in the company) to help her improve awareness of personal develop opportunity
- “Gender Dynamic for Line manager “ Series workshop
- Hiring for culture fit ---Behavior based interview

Education Background

- 2000-2002, Shanghai Jiaotong University Major in Telecommunication Engineering, Master
- 1991-1995 Shanghai University Major in Computer Science , Bachelor

Career History

- Jan. 2018 - till now: Head of Talent, Leadership and Organization, Region China (Nokia Shanghai bell)
Take lead of Talent, leadership and organization development and management including:
 - Culture transformation and Organization development:
 - ✓ Organization design and announcement management for reorg and integration
 - ✓ leadership selection process management,
 - ✓ culture and value promotion,
 - Talent and performance
 - ✓ Performance review(goal and outcome setting, annue development review, People focus circle)
 - ✓ Key position succession plan
 - ✓ Career path and personal development plan
 - Leadership and development
 - ✓ Eexecutive and leadership development program
 - ✓ Coaching and Mentoring
 - ✓ Assessment and consultant
 - diversity and inclusion
 - ✓ Gender dynamic management
 - ✓ Women in leadership program design and promotion
 - HR competence development in Great China
 - ✓ Main designer of “ HR Consulting Kit “ globally
 - ✓ Sponsor of “HR 7 program” for HR competence development
 - ✓ Expertise of Region HR consultant in Great China
- July.2016 – Jan.2018: Senior manager of talent management and organization development (Nokia Shanghai Bell)
- Nov..2012 – July.2016 Talent management and organization development Senior manager (Alcatel Lucent Shanghai bell)
- Feb. 2009 – Oct. 2012 Product conformity senior manager (Alcatel Shanghai bell)
- Aug 2002 – Feb 2009, R&D manager of Mobile core network (Alcatel shanghai bell)
- Dec. 1998- July 2002 Customer application engineering manager (Shanghai bell alcatel mobile communication)
- July 1995 – Nov.1998 Software engineer and team leader (Shanghai bell Alcatel Mobile communication)

IECL Level

- Level 3

Qualifications and Memberships

- Certificated Organizational Coach level 3, Institute of Executive Coaching (IECL Certificated organizational coach)
- IECL appreciation certification of Coach for CDO FDSM MBA coaching program

- CPO of Fu Dan University 2017 * 2018 iMBA associated coach, support in total 6 MBA's coaching on career development
- Associated coach of TOP 500 enterprise (Master bedge certificated in Europe)
- Certified International Career Development Professional CDP-Enterprise of NCDA
- Belbin Certificated consultant (the38th)
- Behavioural Based interview certification (BBI from Korn Ferry)
- International Certificated 360 voices assessment of Korn Ferry international (certificated in Singapore)
- International Certificated Insight Discovery practitioner (Certificated in Belgium)
- TTI China consultant company certification
 - ✓ CPEQA – Certificated EQ Analyst
 - ✓ CPHDA - Certificated Professional TriNetrix HD Analyst (TriMetrix Hartman DNA)
 - ✓ CPBA - Certified Professional Behavioral Analyst (DISC)
 - ✓ CPMA - Certified professional Motivators Analyst (Personal Interests, attitude and values)
- Certified RTCatch Management System (人力资源量化分析师)
- China certificated - National registered psychological consultant level 2 (注册国家二级心理咨询师)
- Internal Trainer badge of TOP500 company, Main delivery:, Competence Modeling, Talent assessment · development, Insight personal discovery, Behavioral interview architecture, gender dynamic

Background

Chai Ying is a senior leader of Talent, Leadership and Organization in TOP 500 telecommunication company located in Shanghai, China Region. Her experience ranges over a number of areas of leadership development including talent acquisition, assessing, training consulting and mentoring the elements of inspirational leadership, as well as capitalizing on insight and oversight. She works as a professional HR COE Expert with executives and senior leadership team whose decisions effect their company and impacts the greater industry and environment around them. She owns rich experience on cooperating with partners in Europe (Germany, France, Finland, etc), US, India and MEA.

Chai Ying has rich experience at Organization structure design and leadership pipeline establishment and development. During the last several years Chai Ying has worked as an expert of HRCOE team with global / local leadership team to contribute in the senior leadership selection/nomination process design, helping the team to succeed in setting up, refreshing and optimizing the leadership pipeline as well as leading diversified reconstructing within the organizations accordingly. Chai Ying's inter-cultural and wide-ranging business background adds diversity and depth to his assess, mentor and coach practice.

Chai Ying has wide experience in individual and team assessment and consulting practice with professional assessment tool in the world. She was invited as a public welfare assessment consulting to do the report interpretation for the public coach in HREC consulting group and also be the associated coach by Fu Dan University on iMBA program.

Chai Ying's management experience includes the position of Regional head of Talent, leadership and organization in China, R&D senior manager, Product Line Program Director, Senior quality manager etc. in the multinational company.



Dana Ghiban
Coach Level 1 (IECL)
Nationality: Romanian
Shanghai Based
Languages: English

Areas of Expertise

- Leading and managing teams in purchasing and production, apparel industry environment
- Business analysis as a base for optimized sourcing strategies short and long term
- Trainer of basic leadership concepts supporting young leaders in new managerial roles
- Management and collaboration in multicultural environments
- Executive Coaching Level 1 Course

Career History

- Global Production Manager, responsible for sourcing and execution of production for kids assortment, managing an international team who provides sourcing in Asia and Europe, H&M Shanghai
- Production Office manager for H&M in Colombo Sri Lanka
- Product manager in various countries Dhaka Bangladesh, New Delhi India, Bucharest Romania (European sourcing)

Years of Working Experience

- 25+

IECL Level

- Level 1



Background

Dana Ghiban is a Regional Production Manager with H&M, one of the biggest retailers in the world. Dana grew up and studied in Romania, where she worked in the areas of sourcing for fashion high street retailers for about 13 years.

Her experience continued in Asia for another 12 years where she was involved in managing and building sourcing and production teams, in several countries like India, Bangladesh, Sri Lanka and China.

Dana's experience ranges over a few areas of leadership and management of international and culturally diverse teams, as well as of sustainable sourcing in the garments industry.

Dana's recent exploration in Coaching areas comes to complement her continuous interest in leadership development areas and on how to support others grow their leadership.

Having the opportunity to dive in the coaching field with the great support and expertise from IECL, Dana aims to start build on her coaching expertise.

**Diane Ho****Nationality: USA****Shanghai Based****Languages: English and conversational Mandarin****Areas of Expertise**

- Strategic Executive Coaching
- Interpersonal/ Communications Skills
- Talent and Leadership Development
- Media and presentation skills
- Crisis communications and management
- Business development and sales

Recent Engagements

- Entrepreneur seeking to achieve goals (personal and professional)
- Unconscious bios workshop at Women's Leadership Conference
- Facilitated workshop at Working Mom Conference

Specific Outcomes for Coaching Counterparts

- Higher confidence in ability to achieve business goals
- Clearer strategy on how to proceed in building business
- Ability to communicate with clients with more authority and clarity
- Change in behaviours which helped improve productivity

Career History

- Founder, coach and consultant of Transcend Beyond
- Global Marketing Strategist, Asia Pacific Marketing Director and Greater China Marketing Director at JLL (leading real estate services company)
- General Manager, Shanghai at Edelman (leading independent public relations agency)
- Managing Director, China and Asia Pacific Business Development and Group Director of Business to Business Practice at H&K Strategies (leading international public relations agency) Performance & Leadership Development Pty Ltd
- Lead Coach and Trainer for media relations, crisis management and business development
- Management and leadership roles in the US, Hong Kong and China



Years of Working Experience

- 30+

IECL Level

- Level 1

Qualifications and Memberships

- Accredited Master Coach, International Coaching Council
- Certified Manager / Leader as Coach (ICC)
- Trained on Harrison Assessments (paradox graphs)

Background

After 30+ years in the corporate world, Diane decided to apply her experience and knowledge gained to start a new venture which would be meaningful and rewarding. Over the past few years, she has focused on discovery and growth, earning her certification as a master coach 2017 and charting the course for Transcend Beyond, a start-up based in Shanghai. Her aim is to apply her wealth of knowledge to coaching and consulting services and help individual professionals, groups and companies 1) improve their performance, productivity and profit through higher self-awareness and 2) achieve their personal and professional goals. There were many lessons learned and as an avid reader, she has found many useful and proven concepts to help others be a better leader (manager or boss).

Her advocacy of women started in her 20's when she led the Los Angeles Chapter of the Organization of Chinese American Women, a national non-profit organization in the USA. She developed the mission to enhance the personal and professional lives of women and developed numerous programs and lobbied the government for women's causes. Since 1992, she has lived in Hong Kong and China. As China continues to gain presence on the global stage, she is keen to work with more Chinese professionals and companies as they seek ways to grow.

Born in Hong Kong, and raised and educated in the United States, Diane has over 35 years of professional experience, working in the US, Hong Kong and China. Since 1992, she has lived in Hong Kong and China. She is a certified master coach, and keen to work with committed individuals who want to improve themselves as managers and leaders who are interested in delivering excellence in marketing and communications.

Work Experience

Led marketing and teams at JLL, a leading international real estate services and money management firm, for over 11 years communications as global strategy officer, head of marketing in Asia Pacific and Greater China, as well as serving on the Firm's regional and global sustainability committees. She also conducted sales, crisis management and media trainings for leaders and professionals across Greater China.

Diane has had various leadership roles in PR agencies in Asia Pacific, including: General Manager for Edelman Shanghai, Managing Director for Hill and Knowlton China; Managing Director, Client Development for Hill and Knowlton Asia Pacific, and B2B Marketing Group Director for Hill and Knowlton Hong Kong.

For these international PR agencies, she provided strategic counsel, trained executives and developed results driven public relations and marketing programs for leading Fortune 500



companies, including American Express, GE Capital, AMD, Westinghouse, Transamerica, Motorola and P&G.

Having led global and regional initiatives, Diane has knowledge of central office and local market dynamics and cross cultural nuances. She has developed programs and training modules to optimize internal and client structures and communications.

**Felix Liu****Nationality: Germany****Shanghai Based****Languages: Chinese, English, German****Areas of Expertise**

- Sales and Marketing Management
- Corporate Strategic Management
- Leading and Managing Change
- Executive Talent Development
- Interpersonal/ Communications Skills
- Inspirational Leadership Development

Recent Engagements

- Management Consultant for a government company
 - Optimize corporate organization structure
 - Setup business systems and processes
 - Establish employee performance evaluation system and incentive system

Career History

- 2016.09-2019.06 Managing Director of Schmersal China
- 2012.09-2016.08 Vice General Manager & CSO (Chief Sales Officer) of Bizerba China
- 2011.01-2012.09 Country Sales Manager of Bosch Rexroth China
- 2009.01-2010.12 Regional Sales Manager of Bosch Rexroth China
- 2005.05-2008.12 Application Manager of Bosch Rexroth China
- 2004.02-2005.05 International Business Coordinator of Bosch Rexroth Germany

Education History

- 2018.04-2020.04 EMBA of China Europe International Business School
- 1999.02-2004.02 Master of Darmstadt University of Technology Germany
- 1996.09-1999.02 Bachelor of Tongji University



Years of Working Experience

- 16+

IECL Level

- Level 1

Qualifications and Memberships

- Bosch Leadership Program
- Prestigious Management Award by China Automation and Intelligent Manufacturing
- The Best CEO for successfully demonstrating the skills and competencies in business acumen by Techmark
- Institute of Executive Coaching and Leadership

Background

- 16+ years working experience in Fortune 500 enterprise and middle-sized multinational companies;
- Full P&L responsibility covering the full scope of functions including finance, HR, R&D, operation, supply chain, sales, marketing, service, quality management;
- 15+ years sales and marketing management experience with aggressive business growth track record;
- Electrical Engineering Master of German University and EMBA of CEIBS;
- Overseas work experience, familiar with the culture of western multinational company;
- Knowledge in various industries (machine tool, automotive, robotics, electronics, rail transit, construction machinery etc.);
- Experience in setting up JV with local machine tool company, and M&A of automation company



Feng Li

ACC

Shanghai, China

Languages: Chinese

Areas of Expertise

- Coaching for young talents
- Talent Development
- Leadership development

Career History

- HR VP, China Guijiu Group Ltd. (current role)
- Senior Director, HR for Herbalife China from 2010 to 2019
- Philips China from 2000 to 2010, with last position as HR Director, Greater China, Philips Consumer Lifestyle.

Previous MBA student coaching experience

- IECL coaching program for Shanghai Jiao tong University MBA students

Years of Working Experience

- 30 years

IECL Level

- Level 3

Qualifications and Memberships

- ACC , Institute of Executive Coaching



Background

Feng Li is a professional human resources management experts, with solid experience in talent development, organization capability and leadership development, he has worked in various locations in Hubei, Shanghai, Shenzhen and 3 years' expatriation experience in the Netherlands, while he was working for Philips Lighting.



Helen Cai
Finished IECL Level 1 Level 2
Nationality: Chinese
Shanghai Based
Languages: English & Mandarin

Areas of Expertise

- Entrepreneurship for business success in Leading MNC
- Job Plus Coaching
- Leadership Development
- Multi cultures team player
- Interpersonal/ Communications Skills
- Self-initiative, drive innovation, change management
- Strengthen-Finder Facilitator
- Fudan University MBA Interviewer and Career Counselor
- MBA Graduate from SUFE MBA

Career History

- Head of Talent Acquisition at GSK Greater China and Director of TA Business Partner
- Senior HR Director at Accenture Greater China
- HR Director with D&B China
- Senior HR Manager at Texas Instruments China, 163.com and Siemens

Years of Working Experience

- 25+

IECL Level

Level 1 & 2

Qualifications and Memberships

- Strengthen-Finder Facilitator
- Fudan University MBA Interviewer and Career Counsel
- MBA Graduate from SUFE MBA

Background

Helen leading GSK GC talent acquisitions and TA Business Partner, she earns lots of business credit through talent supply and management for Specialty Care Acceleration, RESP Innovation Products, China Medical RnD Organization Change and talent movement, as well for Consumer Healthcare business revamp in China/ HK.

Helen builds talent supply mechanism and strategy for GSK China, fully comply with faster change and diversity. Enhancing GSK brand in talent market and enable a simplicity and modernity across entire life-cycle for talents.

When Helen was working for Accenture, she successfully leading Global HR/Recruiting Transformation Project in Greater China, built a robust Geographic Talent structure and team capability in both business partners and CoE share service model. She leading GC talent solution strategy across ML China, HongKong and Taiwan, to secure yearly on-average 25%~30% joiner growth, 10-15% compound cost reduction every year. Build new Digital Center in China, from scratch to a well set up. She is a great Ambassador to champion Culture and Employee Value Proposition.

Helen was also developing business HR strategies, processes, service architecture and delivery to support 3000+ employees in Accenture Greater China. She managed consulting business Supply/Demand strategy, Resource forecasting, Capabilities. She worked with business and clients to achieve kinds of Diamond Clients in China including Huawei and State Grid.



Ivana Pazek

Nationality: Croat

Shanghai Based

Languages: English (fluent), Chinese (basic)

Areas of Expertise

- Personality matrices and evaluations
- Innovation and talent development
- Career and productivity coaching
- Organizational Transformation
- Agile Project Management: Scrum, Kanban and XP
- Statistical Analysis for Managers

Recent Engagements

- Agile coach of a multinational company to redefine ways of working and leverage individual strengths in team environment for the betterment of the whole organisation
- Innovation ambassador of the multinational ICT company to help employee engagement and talent development and achieve significantly improved business results
- Author of Live Your True Calling, book published in Shanghai to help professionals have successful career and overcome work dissatisfaction

Specific Outcomes for Coaching Counterparts

- Ability to leverage their talents
- Increase job satisfaction
- achieve life-work balance
- learn how to deal with different personality types
- Enhanced ability to motivate others to perform more efficiently
- Develop high performing and highly motivated organisations

Career History

- Life coach with Quantum Success Coaching Academy



- PMI-ACP accredited for agile coaching
- The Creator of Find Your Joy Factor program, and other client-driven programs in which the direction is informed by the client's unique situation, goals and aspiration
- Organizational coach with IECL
- Communication Manager with LinkedIn local Shanghai

Previous Clients

- Ericsson
- PwC
- Croatian Chamber of Economy

Years of Working Experience

- 8+

IECL Level

- Level 2

Qualifications and Memberships

- Certified Organizational Coach, Institute of Executive Coaching
- Over 500 hours of 1-1 Transformational, Productivity and Career Coaching
- Over 300 hours of team and organizational Coaching
- Innovation Ambassador
- Certified by Project Management Institute in Agile, including different methodologies and frameworks (Scrum, Kanban, XP, Lean, etc.)
- Transactional Analysis Certified
- Lifeline helpline volunteer

Background

Ivana Pazek has a background in mathematics and statistics which helps her in analytical thinking with her coaching clients. As a coach from 2014, Ivana is experienced in approaching clients the best way to create lasting results.

Ivana is a LinkedIn Local Communication manager, organizational coach and SME on Career change and development. A published author of Live Your True Calling, a book now available in Shanghai, which helps individuals leverage their gifts for internal and external prosperity. As avid agilist and lover of learning, Ivana is a firm believer of 'Every day is a school day' and leveraging opportunities from where we are. Ivana's clients come from four different continents and her programs and books touched many lives.

Ivana started her career in Croatia, her homeland, where she got her Master's degree. She continued her business education in US. In 2018 Ivana permanently transitioned to Shanghai where she is helping her clients and colleagues have successful and fulfilling careers.

More: ivanabooks.com, ivanapazek.com

LinkedIn profile: <https://www.linkedin.com/in/ivanapazek/>



Joanna Pan
Nationality: Chinese
Shanghai Based
Languages: Mandarin

Areas of Expertise

- Senior manager Coaching
- Talent Development
- Organizational Change management for Business Development
- Operational System Approach for Business results
- Synergic Effect among cross-BUs for Business Development
- Interpersonal/ Communications Skills
- Inspirational Leadership Development

Recent Engagements

- Senior manager to redefine her role and use her personal strengths to achieve maximum impact within the program
- Senior manager to reflection her past experience and use her traits to find new job
- CEO of a training company to help him develop his staff and reorganize his operation to achieve significantly improved business results

Specific Outcomes for Coaching Counterparts

- Self-empower to become better organized and motivated talent
- Enhanced ability to motivate their team
- Develop high performing and highly motivated organisations
- More pro-active behaviours and anticipation of operational problems

Career History

- COO & Operation Director of GDBA program of emlyon business school Asia campus
- Operation Director of the EA-DBA program of Kedge Business School
- Director of Marketing & Communication of Kedge Business School China Area
- General Manger of a China based branding company (Hatters Hub)
- Chief Representative of Rep. office of a USA based fashion company (Putnam Accessory Group)
- Unit Business Manager of a DRTV company which is a listed company in UK (Pacific Media)



- Financial Manager of an electronics/Chip company which is a listed company in Singapore (Excelpoint)

Years of Working Experience

- 20+

IECL Level

- Level 1

Qualifications and Memberships

- Club member of AMP & CMO
- Mentor of Graduate student in University
- Senior Members of Branding Club
- Intermediate Public Account
- Intermediate Logistics

Background

Joanna Pan has more than 15 years of senior management experience in a variety of enterprises, including program development, operation management and team cultivation, and become an excellent professional manager and social educator. Her experience also ranges over a number of areas of talents development including retaining, promoting and mentoring the skills of career development, and training and coaching the elements of inspirational leadership.

Joanna knows instinctively how to cultivate talents and maintain operations to support sustainable development and achieve objectives even through unstable circumstances, how to tackle intensely challenging work tasks through cross-team collaboration, and how to resource leverage among stakeholders in different programs. Through the practical steps of developing a new program from scratch or operating an entire campus as the key operations manager, she has gathered the oversight skills and know-how through the entire process of launching and operating a variety of programs, including the Bachelors, Masters, EMBA, DBA and EDP programs at a high-end business school.

Joanna has organized and facilitated hundreds of activities related to marketing, alumni events and info-sessions. These accumulated experiences have helped her obtain unique management experience and the skills and traits necessary to be an excellent professional manager and social educator.

**Joyce GUO****Nationality: Canadian****Shanghai Based****Languages: Chinese & English****Areas of Expertise**

- Executive Coaching
- Career Path Planning and Succession Planning
- Human Resources Management, Talent Strategy & Talent Programs
- Cross-Functional and Cross-Cultural Leadership
- Go-to-Market Model & Organizational Design
- Business Strategy & Business Management
- Marketing Strategy & Marketing Management
- Sales Capability Building and Salesforce Effectiveness
- Channel Strategy & Management, Key Account Management

Career History

- Jan. 2020 – Present Partner, Unisus Management Consulting
- Henkel Adhesive Technologies APAC
Nov.2018 – Dec. 2019 APAC Automotive OEM Assembly Business P&L Leader
Sept.2016 – Nov.2018 Head of APAC Strategy & Marketing Group
- Henkel Greater China
Jul.2013 – Sept.2016 APAC HRBP for Corporate Functions, Transportation & Metal Business
- Henkel Vietnam
Oct.2012 – Jul.2013 Country President / General Manager, Adhesive Technologies
Vietnam P&L Leader
- Henkel Adhesive Technologies Asia-Pacific & Global
Sept.2011 – Oct.2012 APAC Senior Strategy Manager, Strategic Planning Office
Apr.2009 – Sept.2011 Global Project Leader for CRM & Sales Pipeline Management
- Henkel Adhesive Technologies North America
Nov.2004 – Apr.2009 Marketing & Channel Manager
- Henkel Adhesive Technologies Greater China
Jan.1996 – Nov.2004 Head of Marketing Department

IECL Level

- Level 1 (Will take Level 2 in May, 2020)



Qualifications

- MBA Degree, Sauder Business School, University of British Columbia (UBC), Canada
- Senior Business Management Skills Program & Advanced Management Program by IESE
- Business School University of Navarra
- Business Consulting, Problem-Solving Skills, MBTI and Social Intelligence by Heidrick & Struggles Leadership Practice
- The Complete Skilled Negotiator by The GAP Partnership
- Lean Six Sigma Green Belt certified by UMS
- Henkel Leadership Advanced by Hogan
- DiSC & Henkel Sales Model, Key Account Management, Pricing Clinics...

Background

Joyce grew up in China, and has lived and worked internationally in China, Canada, Vietnam, and Germany. In her over 20 years' MNC working experiences, Joyce has well demonstrated crosscultural and cross-functional leadership in her various roles, from business to function, from regional to global responsibilities:

- Head of APAC Automotive OEM Assembly Business, Henkel Adhesive Technologies
- Head of APAC Strategy & Marketing Group, Member of Global Executive Committee, Henkel Adhesive Technologies
- HRD for Henkel Greater China & HRBP for APAC Corporate Functions and Transportation & Metal Business Unit, Member of Executive Committee Henkel China
- Country President for Henkel Vietnam & General Manager for Vietnam Henkel Adhesive Technologies Business, Chairperson of Executive Committee Henkel Vietnam
- Head of APAC Marketing Operations Group, Henkel Adhesive Technologies
- Head for Global CAPRIS, Henkel Adhesive Technologies
- Marketing Managers in APAC and North America regions, Henkel Adhesive Technologies

Benefited from her own personal career development, Joyce is very passionate in supporting people's growth and making Business Impact through Talent & Organizational Capability Development. Across the diverse roles she has taken during the past 20+ years, Joyce has coached, developed and supported the growth of numerous talent in and outside of her organization, among which:

- 10+ Senior HRBP and HRD
- 10+ Marketing & Strategy Directors;
- 10+ GM and BD/KAM Directors; Start-up Entrepreneurs
- 100+ Management & Sales Management Trainees, including ~10 Sales Leadership Awardees
- 50+ development opportunities created in the inauguration year of "Career Path Program", including ~12 international assignments, and ~7 country CFO

Joyce has been recognized as Female Leadership role model in her organization and by people she coached. During her tenure as HRD of Greater China, Joyce and her team had won many Employer Branding Awards for her organization. Joyce had been a member of Executive Board in her organization for ~8 years.



Lan Huang
Nationality: China
Shanghai Based
Languages: Mandarin/English

Areas of Expertise

- Talent acquisition, selection & assessment
- Career planning & job transition
- Interview skills
- Leadership skills development
- Cross-function and cross-region collaboration
- Managing in a cross-culture and highly dynamic organization

Recent Engagements

- Head of Talent Acquisition, Google Greater China
- Head of Talent Acquisition, Hardware Business, Google APAC

Specific Outcomes for Coaching Counterparts

- Pivoting paths of career transition in corporates
- Enhanced interview skills (as interviewers or interviewees)
- Enhanced ability to lead and motivate the team
- Ability to manage teams under a highly diverse and dynamic organization

Career History

- Senior Recruitment Manager, SAP Greater China
- Recruiting Manager, Mondeleze, China
- China Staffing Lead, General Motors China
- Staffing Consultant, Microsoft China



Years of Working Experience

- 15 years

IECL Level

- Level 1

Qualifications and Memberships

- Certified trainer for “Interview Training” in Google
- Member of Global Network For Advanced Management

Background

Lan is the Head of Talent Acquisition in Google managing the recruitment in Greater China and APAC region. She leads a team of 40+ recruiters across APAC to recruit world class talents for Google in APAC region. She manages a highly diverse team with members from 7 different nationalities, and also in a highly dynamic organization with fast pace and matrix structure

In the past 15 years, Lan has worked in top tier companies like Google, Microsoft, SAP, General Motors and Mondeleze, covering multiple industries, such as IT, Internet, Automotive, FMCG and etc.

As a seasoned professional in talent acquisition area, Lan is specialized in talent selection and assessment. She is an internal certified trainer for Interview Skill Training to bring up interview capability for the leadership group in Google. She also has very solid knowledge and expertise in career transition both within or cross organizations.

As a manager of managers, she has great experience in managing a team with scale, from remote sites and with different culture backgrounds.

Lan got her Bachelor’s Degree in Sociology from Fudan University and received the MBA with Distinction Award from Hong Kong University.

**Li Hao****Nationality: China****Shanghai Based****Languages: English, Chinese****Key Skills Relevant or the Role**

- Highly developed interpersonal skills to gain commitment and buy-in from management and users to align requirements with scope, budget and schedule and sustain support during times of difficulties.
- Strong project management capability in managing multiple tasks simultaneously and leading complex, cross functional teams, handling multiple priorities in a challenging operational environment and ensuring successful and safe delivery of all site CAPEX projects
- Effective project team management, setting goals, prioritizing and coordinating the tasks, resolving conflicts, evaluating performance and instill high morale and engagement to ensure further build up and strengthen the team' capability with an open culture and effective alignment with clear understanding of their roles, accountability and excellence in their personalized goals
- Highly skilled at effective stakeholder alignment and management including internal stakeholders at global and local levels, and external stakeholders including authorities, interdisciplinary consultants, contractors and suppliers to ensure excellent cross-functional working outputs
- Excellent service mindset and always receiving outstanding customer satisfaction surveys scores (average 94%) with past projects to ensure continuous improvement of partnership with site customers on service demands, requirements and supply.
- Strong capability of managing prime contractors and suppliers with excellent delivery results. Very experienced in anticipating key contractors and suppliers' risks during project execution.
- Effective communicator, empathic listener and persuasive presenter
- Options analysis & feasibility assessments, business case recommendations
- Understanding of Business Processes management and Project Governance to ensure continuous improvement of internal processes and alignment with adjacent business processes
- Highly experienced in Risk-Cost and Schedule management

Career History

- Roche Diagnostics (Suzhou) Limited (2018.06 – Present)
- Senior Manufacturing Manager (2020.01 – Present)



- Senior Site Engineering Manager (2018.06 – 2019.12)
- British Petroleum (BP) China
Sub Project Manager North Star Replacement Plant Project
(Greenfield Project 2017.09-2018.05)
- JACOBS China (2010.04 – 2017.08)
Senior Project Manager GE Healthcare Production Expansion Project
(EPCM project, 2017.04 – 2017.09)s
- Seconded in Roche Pharma Global Engineering Team (2011.06 – 2017.03)
Project Manager URR – Site Infrastructure Upgrading Projects
Roche Pharmaceuticals, Shanghai China (2015.02 – 2017.03)
Sub Project Manager Roche ICUP35 Project
Roche Pharmaceuticals, Shanghai China (2012.03 – 2015.01)
Sub Project Manager Roche ROSE II Project
Roche Pharmaceuticals, Shanghai China (2011.06 – 2012.02)
- JACOBS UK (2002.11 – 2010.03)
Senior Structural Engineer

Select Projects:

- Senior Structural Engineer for Leeds Arena Project, Leeds, UK (2009.11 – 2010.03)
- Senior Structural Engineer for Gatwick Airport South Terminal Development Project, London, UK (2009.04-2009.11)
- Senior Structural Engineer for BBC Media City Project, Manchester, UK (2007.01 – 2008.04)
- Structural Engineer for New Wembley National Stadium Project, London, UK (2003.06 – 2006.02)
- Graduate Structural Engineer for Coolkeeragh CCGT Nuclear Power Plant UK, (2003.01 – 2003. 07)

IECL Level

- Level 1

Education

- Master of Civil Engineering & Construction Management 2002 Newcastle University UK

Background

A driven and focused senior Project Manager and Site Engineering Head with more than 9 years in delivering global and local engineering CAPEX projects in China in accordance to cost, schedule, quality, safety, customer satisfaction objectives, while ensuring compliance with local laws, technical standards, and regulations.

Prior to Project Management, 8 years working experience in the UK as Senior Structural Engineer, responsible for design & Engineering management of large and medium construction projects in the UK.

An individual with growth and proactive mindset, always demonstrating a “Can-do attitude” and seek working excellence meeting company’s short and long-term goals. A team leader is striving for high employee engagement and successful in identifying and developing talents with a sense of Diversity and Inclusion.



LI WANG
M.D., Ph.D.
Sr. Vice President & Head
Nationality: China
Shanghai Based
Languages: Chinese and English

Areas of Expertise

- Strategic Executive Coaching
- Global executive leadership
- Women leadership development
- Interpersonal/ Communications Skills
- Team Management

Years of Working Experience

- 30+

IECL Level

- Level 1

Qualifications and Memberships

- Accredited Coach, Institute of Executive Coaching
- Massachusetts General Hospital, Harvard Medical School -Postdoc Fellowship
- School of Medicine, Shanghai Medical University -Ph.D. Degree and M.S. Degree
- American Society of Clinical Oncology (ASCO)
- Chinese Society of Clinical Oncology (CSCO)
- International Association for the Study of Lung Cancer (IASLC)
- Drug Information Association (DIA)
- Advisory Committee Member and Medical Affairs Theme Chairperson of DIA China
- Co-Chair, RDPAC (R&D Based Pharmaceutical Association Committee) R&D WG

AWARDS & HONOR

- GSK Spirit Award by GSK China 2010

- Area President Award by GSK China/ HK Area Office 2009
- Global Oncology Award by GSK Global Oncology R&D Unit 2008
- Area Leadership Award by GSK China/HK Area Office 2007
- Medical and Regulatory Excellence Award by Eli Lilly Asia Operation 2004, 2006
- Excellent Business Partner Award by Eli Lilly China 2004, 2005, 2006
- Winning Spirit Award by Lilly Corporate 2003
- Guanghua Scholarship by Overseas Chinese Foundation 1997, 1998
- Thesis Award by Shanghai Medical Association 1997
- Thesis Award by Chinese Journal of Digestion Disease 1995

Career History

Sr. Vice President, Head of China Drug Development and Medical Affairs, Eli Lilly China
Vice President & Chief Medical Officer of Lilly China, Eli Lilly China

Act as Head of Lilly China Drug Development and Medical Affairs Center to provide administrative leadership to over 400 employees across 26 functional teams, to deliver new drug development, regulatory registration, medical affairs support, and external collaboration with domestic partners in China.

- Build technical and administrative leadership capabilities of our organization to enable efficient and effective drug development & medical affairs in China.
- Hire, develop and retain top drug development and medical talents; provide leadership and support to foster collaborations between key customers at affiliate and Corporate.
- Responsible for development and approval of new chemical entities, new indications and line extensions for domestic market, implement clinical trials in China.
- Responsible for medical affairs activities including product life cycle management, HCP education, patient education, product safety, medical science service, medical meetings and advisory board meeting etc.
- Responsible for regulatory strategy in drug development and on-market product.
- Acting as the company spokesperson on medical topics and respond to medical inquiries on the company's products from outside.
- Alignment of global and local resources to support projects including integration of processes to maximize efficiency of global and Chinese resources.
- Be a member of China management team, collaborating with other affiliate leaders in developing and implementing Lilly China strategy.
- The only one Chinese and only one Asian female leader in Lilly global executive leadership team, contributing to Lilly corporate strategy development, women leadership development and as active overseas member in Corporate Chinese Culture Network.

GlaxoSmithKline Investment Co. Ltd. Area Oncology Medical Director, China/HK, International Medical Oncology

- Lead China/HK Oncology team with an integrated clinical operation, clinical research and medical affair functions. Work through 40 team members with a direct reporting line.
- Serves as a core member of Area, Regional and Global oncology teams, including key interfaces on Medical / Marketing / Regulatory teams on Oncology issues.
- Supports alignment of clinical development work with Commercial and Regulatory needs across the therapeutic franchise / products or disease area
- Serves as a key clinical point of contact for senior management and senior level matrix team for Oncology related issues within the specified geographical area.
- Represents GSK Oncology to stakeholders both internally and externally.



Lilian Ding
Nationality: China
Shanghai Based
Languages: English, Chinese
GEMBA, USC

Areas of Expertise

- Supply Chain Management
- Event and Exhibition, Brand and Marketing
- Retail, Sourcing and Merchandising
- Strategic Planning and Operation Optimization
- Product Development in FMCG Industry
- People Development

Career History

- Store Operation, OBI
- Sourcing and Merchandising, Wal-Mart and Sam's Club
- General Manager, Li & Fung Group
- General Manager, Pico Group

Years of Working Experience

- 20+

Background

Lilian Ding is now working as General Manager at PICO Group, an event marketing, exhibition planning and brand activation agency.



Prior to PICO, Lilian is a general management professional with over 15 years' progressive experience in Supply Chain Management industry covering Sourcing and Merchandising, strategic planning & budgeting, improving operational efficiency, team building and project management, which includes 5+ years in Wal-mart Global Sourcing Buying Office and 8+ years in Direct Sourcing Group (Li & Fung Group) handling Sam's Club account. With strong professional knowledge in Hard-line, Hard-Home and Merchandising across Sporting Goods, Home, Camping, Outdoor Living and Backyard Recreation, Lilian managed a sizable business (USD250million sales volume) with supplier matrix across China, Southeast Asia, Mid-Europe, etc. and clients based in US, UK, Mexico, Brazil, Argentina and China.

Riding on her rich experience in supply chain management, Lilian was recruited to PICO to set up the Deployment Center so as to streamline the overall operation process and build up a sustainable Omni-channel.

Lilian graduated as GEMBA (Global Executive MBA) from Marshall Business School, University of Southern California. She had completed IECL Organizational Coach Level 1 and Level 2 study.



Chen Ying (Linda)
Senior Consultant and Coach
Nationality: China
Shanghai Based
Languages: Chinese and English

Areas of Expertise

- Integrated Talent Management
- Organization Development
- Leadership and Talent Development
- Talent and Team Coaching
- Training and Facilitation
- Brain and Health Management (Mindfulness)
- Communication and Intra/Interpersonal Skills

Career History

- Senior Consultant and Coach of 8C Consulting
- Organization and Talent Development Director of Schindler
- Organization and Learning Development Manager of TE Connectivity
- Talent Development Manager of Alcatel APAC
- Learning Consultant of Alcatel University

Years of Working Experience

- 25

IECL Level

Level 2



Qualifications and Memberships

- Certified DiSC Trainer
- Certified Team Coaching
- IECL Organization and Talent Coaching Level 1 and 2
- Certified Master Trainer
- Certified Competency Model Design and Development
- Certified NLP Practitioner
- Certified Brain and Health Management (Mindfulness)
- Myers-Briggs Type Indicator
- Transactional Analysis 101 (Intra/Interpersonal Skills Analysis)
- Certified ISO9002 Internal Auditor

Background

Chen Ying (Linda) has more than 20 years of international Corporate HR and talent development experience in different multi-national companies and industries from High-Tech and Telecom to manufacturing, Elevator & Escalator and pharmaceuticals. Her rich HR experience encompasses working with companies in different forms at different stages, such as start-up, fast growth as well as Merger & Acquisition.

During her career she has experienced, accompanied and facilitated a lot of changes for people and organizations. Her hands-on attitude in combination with a strategic and empathetic sense for the specific needs of management and employees especially during times of change and transformation is especially appreciated by her business partners and clients.

She has designed and facilitated numerous programs and courses as well as coaching management to develop talent and master change.

As the certified mindfulness trainer, she coaches her clients to go back to their self and centre and release their full potential.



Lize Xu
Coach Level 1
Nationality: CHINA
Languages: Chinese & English
Education: Master in Fudan IMBA program

Areas of Expertise

- Strategic Executive Coaching
- Interpersonal/ Communications Skills
- Analytical capability and empathy ability

Recent Engagements

- Be Blackman in Fudan MBA orientation to guide IMBA students better adjusted to school life

Specific Outcomes for Coaching Counterparts

- Better understanding of the study goal
- Enhanced capability to access and control beneficial resources

Career History

- Project manager in landscape architecture design
- Marketing manager in Jiangsu Zucai e-business "Co. Ltd
- Part-time blogger in child education with more than 60,000 followers

Previous Clients

- Real Estate Customers
- Construction enterprises
- Social platform readers

Years of Working Experience

- 7years

IECL Level

- Level1



Qualifications and Memberships

Preparing for the ACC certification

Background

Lize has been a coachee and gain much from the coaching- experience during the Fudan IMBA study life. Profiting from the help of the program, Lize is dedicated to systematic theoretical study and practice to be a coach. Lize is also the Blackman of Fudan MBA orientation program working as coach to help freshmen better adjusted to new life in campus.



Shang Ju Lin
Pre-ACC (Level 1)
Nationality: Canada, Taiwan
Shanghai Based
Languages: English, Mandarin, Polish

Areas of Expertise

- Interpersonal/ Communications Skills
- Strategic Planning
- Execution Consultancy
- Executive Talent Development
- Whole Systems Procedure for Business Results
- Inspirational Leadership Development

Recent Engagements

- CEO of a blockchain trading platform to bring the firm from starting level to operational profiting stage
- Partner of multimillion-dollar Fund to build the team from scratch and generated high return rate of 3.45x annually
- CEO of Polish listed company that helped the family business turn around and listed after 8 years of hard work, team building and placing procedures in right places

Specific Outcomes for Coaching Counterparts

- Providing a 360 overview of the situation
- Creating “out of the box” thinking environment
- Empowering motivation to act together with the team
- More pro-active behaviours and anticipation of business problems

Career History

- CEO at Piexgo
- Partner at JRR Crypto
- Blockchain Advisor to Haier Group Shilianwang
- Investment Director at Pre-Angel
- CEO of Vakomtek S.A



Years of Working Experience

- 15+

IECL Level

- Level 1

Qualifications and Memberships

- Tsinghua EMBA
- Insead EMBA
- Taiwan Young Leadership Program 2007

Background

Shang Ju Lin (Czhang) graduated as Electrical Engineering from University of Western Ontario in Canada, and further received EMBA degree from Beijing's Tsinghua University and Insead Business School from Fontainebleau, France. With over 10 years of business operation, Czhang successfully public listed his own family company in Warsaw Stock Exchange (Poland) in 2014.

Since 2017 Czhang continued his career in tech innovation investments sectors. He was part of PreAngel Fund's Blockchain. In 2018 He joined JRR Crypto and became Partner in charge of Blockchain Ecosystem design and investment execution with managing the team. Within these years Czhang have invested over 25 mln USD and 100+ projects, then He decided to tackle next challenge and join a Singaporean exchange as CEO to bring the exchange to next level. Czhang has fully experienced the Blockchain/Crypto industry from inside out.

Besides the positive investment returns and experience he has successfully built a strong network for further developments. In the same time, Czhang is also blockchain advisors for the following institutions: Asian Israel Blockchain Association, Fractal (German licensed Crypto Custodian and KYC/AML), Myclinic (British legal medical blockchain application), Xcard (European Crypto payment system) and Haier Group ShiLianwang.

**Sophie Wilmet****IECL Executive Coach****Nationality: French****Shanghai Based****Languages: French: Mother tongue - English, Italian: Fluent - Mandarin****Chinese: Intermediate****Areas of Expertise**

- 20+ years of experience in the retail luxury industry: 12 years at Hermès, 4 years at Ralph Lauren and 6+ years in retail consulting
- Expertise in Asian & American markets and consumers
- Extensive experiences in strategic retail transformation, merchandising, customer experience and omnichannel strategies

Recent Engagements

- Giving MBA Students courses & regular speaker on Luxury, China and Retail transformation topics

Career History

- 2016-Present, China Country Manager; ALBATROSS CX, Shanghai, China
- 2011-2016, Founder & Managing Director; G.L.O.W. Limited, Shanghai, China
- 2010, Retail Merchandising Consultant for Accessories Division, Asia Pacific; RALPH LAUREN, Shanghai, China
- 2007, Sr. Director of Merchandising for Accessories, Asia Pacific; RALPH LAUREN, New York, USA
- 2002, Retail and Merchandising Manager for Ready to Wear and Accessories; HERMÈS, New York, USA
- 2001, Training and merchandising Manager; HERMÈS, Montreal, Canada

Years of Working Experience

- 20+



IECL Level

- Level 1

Education

- 1992-1993 LYON GRADUATE SCHOOL OF BUSINESS, Lyon, France
Diploma (MBA), Major in Business Marketing
- 1988-1991 UNIVERSITY OF PARIS I SORBONNE, Paris, France
Diploma (MBA), Major in Marketing
- June 1988 French Baccalaureate in Economics with honors

Recent Professional Experience

2016- Present ALBATROSS CX, Shanghai, China
China Country Manager

Albatross CX is an agency focused on developing programs to optimize brands' customer experience across all touch points.

Responsibilities:

- Developed and implemented growth strategies for the China subsidiary, managing and increasing the client portfolio of more than 100+ brands in the luxury and cosmetic industries (clients include Kering, Richemont, LVMH, Swatch, L'Oréal, Estée Lauder groups and local Chinese brands & retailers)
- Expanded Albatross CX solutions to help brands build successful customer experience strategies: customer satisfaction surveys, team feedback, voice of customers programs, consumer research & journey audit, omnichannel activation, action-planning workshops and other comprehensive digital CX & coaching solutions for long-lasting CX implementation
- Led a team of 20+ employees to implement customer experience programs, optimizing internal team's productivity and streamlining processes for efficient fieldwork, guided report team in to deliver maximum actionable insights
- Optimized and increased the database of 30,000+ freelance evaluators in China, conducting 20,000+ stores visits per year



Yvonne SUN
Coach (Level One started in Apr)
Nationality: China
Shanghai Based
Languages: Mandarin/English

Areas of Expertise

- Financial planning/Budgeting
- Accounting
- Recruitment
- Leadership
- Conceptual thinking Skills
- Interpersonal/ Communications Skills

Recent Engagements

Specific Outcomes for Coaching Counterparts

Career History

- Finance/People Partner/ Admin Manager of CPP Group China
- Finance and Admin Manager of Vasco
- Finance Director of a Germany textile group
- Assistant Financial Controller of a Dongguan based Sheraton Hotel
- Finance Manager of a Shanghai based chain restaurant company
- Financial Management Consultant, Auditor of a Shanghai based consulting and auditing firm

Years of Working Experience

- 20+

IECL Level

- Level 1 started in April

Qualifications and Memberships

- CPA (China)
- HRBP Program certified by Mercer

Background

Yvonne Sun grew up in Shanghai and now lives in Shanghai. She is a CPA holder, 20+ years working experience in finance and HR, including 15+ years working experience in senior management position with multi-national company, Rich experience in a diverse range of industries including consulting, retail, trading, manufacturing, financial services. Rich knowledge and experience in budgeting, pricing, performance management, risk management, strategic planning, accounting, recruitment, L&D, talent management.