



Divya Mariam Chandy

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With a passion for people and creativity, I am a seasoned Learning and Development professional with 13 years of experience in both virtual and face-to-face Instructional Design, development and delivery. As a Certified Coach, Trainer and Facilitator I seek to engage learners exactly where they are, to help them recognise their talents and developing them into strengths, thereby unlocking their potential. Coming from a science background, I enjoy observing, learning and playing (or experimenting) with new ways of inspiring growth and connection in others.

Education

MASTERS OF APPLIED PSYCHOLOGY IN COACHING | HELP UNIVERSITY | 2018

- Completed certification as a Certified Professional Coach with ICF-CTP

BSC (HONS) BIOLOGY (ENVIRONMENTAL SCIENCE & DEVELOPMENT) | UNIVERSITI MALAYA | 2011

- Undergraduate thesis on Induction of fine roots in *Leucaena leucocephala* using *Agrobacterium Rhizogenes* was published in the Australian Journal of Crop Sciences in 2013

Experience

INSTRUCTIONAL DESIGN DEVELOPER & COACH | PEOPLE POTENTIAL | AUG 2021 – PRESENT

Design and Development

- Communicated, coordinated with, and managed multiple stakeholders like subject matter experts, senior management of clients, internal senior leaders and external vendors throughout multiple design projects, which many times occurred concurrently. This resulted in high quality programmes developed in increasingly shorter amount of time within the organization with a higher Level 1 Evaluation score from participants from in the first few runs.
- Developed and actively contributed in conceptualising the design of multiple learning solutions in the Leadership Development and Business Presentation practice areas by using People Potential's 7D ID Process (Discover, Delve, Design, Develop, Deliver, Deepen, Data), and applications from other learning models like ADDIE, Constructive Alignment, Kolb's Learning Cycles and Neuro-linguistic Programming (NLP).

Leadership Development programmes: *The Collaborative Professional, Facilitating Collaboration, Influencing Collaboration, Managing People Successfully, The Big Shift (Successfully transitioning individual contributors to First-line Manager), Engaging Direct Reports through Job Design.*

Business Presentation programmes: *The Business Storyteller, The Art of Asking Good Questions and currently working on Presentations Alive!.*

- Experimented and utilised various learning platforms to convert face-to-face programmes to Virtual Instructor-led programs during the pandemic and vice-versa post-pandemic, gaining fluency specifically in the use of PowerPoint, Miro, Canva, MS Team, Zoom, Webex and Google Workspace and being able to meaningfully contribute in providing workable solutions for clients and internal processes.

**References can be provided upon request*

- Supported the reinforcement team with designing reinforcement activities on behavioural change platforms like Mindmarker and Gnowbe to keep participant engagement high through a 4, 8 and 12 week learning reinforcement programme
- Confidently assisted trainers in coaching participants through the learning content of programmes resulting in better understanding of the subject or module being taught.

Cross-functional roles

- Recruited into the marketing team for technical proficiency in creating newsletters and social media posts on upcoming programme previews and product information, widening the reach and maintaining frequent communication with the organisation's partners, associates and online followers.
- Adapted swiftly to the use of various digital collaboration platforms and application and served as a go-to technical support, enhancing team efficiency and problem-solving technical issue under tight deadlines.
- Produced a Code of Conduct document through a benchmarking exercise of similar organisations which has been implemented in the organization.

LIFE SKILLS FACILITATOR | TAYLOR'S UNIVERSITY | JAN 2018 – JUL 2021

Coaching & Facilitation

- 1250 hours of Life Skills Programme Facilitation for degree, diploma and foundation students
- 70 Hours of Coaching with degree, diploma and foundation students
- 90.0/100 of Teaching Engagement Classification Score over 5 semesters
- 2 workshops to upskill 35 Cambridge A-Levels lecturers in Quantum Learning Classroom Strategies

Diagnose, Design & Delivery

- Led and contributed to annual module conceptualising, design, development and delivery of 4 University Compulsory Modules on Emotional Intelligence since 2018, meeting the needs of increasing student intake that includes real world relevance while maintaining scientific rigor according to MQA standards for diploma and degree level students
- Anchored, developed and led a team to execute a first-of-its-kind 1 month Student Track programme for the international Taylor's Teaching & Learning Conference 2019 in the effort to increase teacher-learner partnership in classroom and assessment approaches
- Stakeholder management with various Heads of Taylor's College to provide best learning programmes for students.
- Conducted 5 programme module reviews as part of the Curriculum Design, Assessment and Delivery (CDAD) Committee for Programme and Module Constructive Alignment for a University-wide Curriculum Transformation (Taylor's Curriculum Framework, 2019)

Cross Functional Projects

- Collaborated with the marketing department to increase visibility and branding of team initiatives via social media through impactful content and engagement campaigns
- Collaborated with CSR team as panel judge for CIMB Islamic Project Keusahawanan initiative for small business owners from the B40 community to scale their businesses

Achievements:

- Initiated, designed and implemented the MOVE Project, which engages Life Skills Module students in Active Experimentation of the learning outcomes through a live project.
- Created Learning Material – consolidated, designed and developed content for 4 different interactive module learning workbooks (Life Skills 5-week Workshop 2019, MOVE Project Folder 2019, Life Skills 3-day workshop 2020, Assessment Booklet 2020)

**References can be provided upon request*

- Presented research finding in marketplace setting (full-refereed paper) on “Leading Generation Z in the Future Workplace” at the 13th Taylor’s Teaching and Learning Conference to international conference delegates.

LEARNING & GROWTH PARTNER | LEADERONOMICS | AUG 2016 – JAN 2018

Account Management, Design & Delivery

- Programme managing and facilitating long-term Talent Acceleration Programmes between 6 – 12 months for executives, senior executives and first-time managers across various industries (The Star, Alliance Bank)
- Programme managing and facilitating one-off learning programmes for entry level to middle management across various industries (Pico, Nestle, Mah Seng Group, EcoWorld, IOI Group)
- Facilitating and coordinating learning simulations and assessment centers for various corporate clients (MAB, Public Bank, L’Oreal, DRB-Hicom, TalentCorp, Axiata) for Talent Development Programmes

Cross-functional Initiatives

- Junior and executive level coaching in Gallup Strengths Based Leadership (TM, Project Agak-Agak)
- Coordinated competency-based assessment centers for talent development for various corporate clients

YOUTH PROGRAMME EXECUTIVE | LEADERONOMICS | JUL 2011 – JUL 2016

- Designing, coordinating, training and facilitating various youth leadership programmes and camps for youth that focuses on self-awareness, teamwork, confidence building and communication, impacting over 2500 students
- Initiated and led the implementation of the Leaderonomics Kid’s Programme as a new revenue generating stream
- Coaching and training about 150 students through the Leaderonomics Club in secondary schools in 4 schools in Klang Valley
- Managed and led the operations and activities of a leadership youth center, DropZone, that welcomes youth at risk by provides them an alternative hang-out spot from 2012 – 2016, impacting over 250 youths
- Partnered with corporate organisations from various industries (F&N, PwC, Sime Darby, The Star, Mah Seng Group) to design and execute community-based CSR activities for urban and rural youths across Malaysia, in Singapore and in Indonesia as income-generating model.

Skills & Core Competencies

- Coaching (ICF-Certified Professional Coach)
- Training (CTP-iTOL, UK) (HRDF Accredited)
- Accredited in People Potential’s ID Development
- Quantum Collaborative Learning Facilitation
- Project and Programme Management
- Member of the Malaysian Association of Corporate Coaches

Gallup Strengths Top 5 Strengths: Includer, Developer, Connectedness, Empathy and Positivity

MBTI Type: E/INFP

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<https://malaysiancoaches.com/public-individual-page/Divya+Chandy/>

**References can be provided upon request*