



# Shama Kalam Siddiqui

## Sr. Coach & Facilitator

### SUMMARY

Has 16 years broad and diversified experience in the fields of Human Resources, Learning (TNI, Design, Delivery, Governance, Performance Management, Training Solutions, Quality and Continuous Improvement), Organizational and Leadership Development, Frontline Change, Customer Experience, Sales Enablement, Program and Project Management, Transitions and Implementations, Quality and Customer Demands

### PROFESSIONAL EXPERIENCE

Apr 2021 – Present: UCaaS Company  
Global HR & Training Program Director

Aug 2020 – April 2021: Digital Skillings  
Senior Director Human Resources

Sep 2018 – July 2020: TDS Global Solutions  
Head of Corporate Learning & Development, Health Care

Aug 2018 – Apr 2021: Dexcom, Legato, Optum  
Senior Healthcare Training Leader (Consulting)

Apr 2016 - Mar 2017: AVTEG – JIS Engineering University Group  
Director, Learning and Development

Aug 2004 to Apr 2016: Academia Consulting  
Director, Quality and Operations

Apr 2015 - Jul 2015: Wipro Leadership Communications Consultant  
Leadership Consultant

### TRAINING EXPERIENCE

✚ People Management:

- Clients: Mekong Hospital  
Nnice Karaoke  
Children Hospital 2  
Eye Hospital  
The Cliff Resort  
FV Hospital  
Petro Vietnam Institute  
States Bank Vietnam  
YBC – Public course  
APM – Public Course  
PACE – CFO – Public course  
PV Drilling  
Dai-ichi Life  
MobilePhone  
VinaPhone  
Vimedimex  
TIAGS / Tu Du Hospital  
VP Bank  
Hoan My hospital  
Thai Tuan Corporation

✚ HR for non-HR Managers

- Clients: Saigon Tourist  
Sacombank  
Mekong Hospital  
Children Hospital 2  
ACB / Tu Du hospital  
VICEM  
Sonion

✚ HR Management Overview

- Clients: Tower Watson–Public Course  
CJ group  
PACE – CPO – Public course  
Presentation Skills  
Mead-Johnson  
Petro Vietnam  
PACE – CEO – Public course

✚ Train the Trainer

- Clients: Thaco Truong Hai/ Vinfast  
Bao Viet/ Gemadept

✚ Conflict Management:

- Clients: Samsung / Lazada / Hoang Yen Group

✚ Supervisory Skills for Middle Managers:

- Clients: VIFON / Gemadept / Link by Net  
MTC – Public course  
Spartronics – In-house course

✚ Performance Appraisal (how to set Objective & KPI):

- Clients: Mai Linh Group  
Chang Shin Factory  
Vimedimex / Hoang Yen  
Business Edge  
Daiichi Life  
DIAGS / Sakura Co./VCB

✚ Communication Skills

- Clients: Mai Linh Express, Hung Vuong Hospital  
O.U.C.R.U

✚ Interviewing Skills:

- Clients: Isuzu / Petro Vietnam  
FPT / Tea-wang  
Moc Bai Vietnam  
BAT / Honda Vietnam  
Military Bank  
VP Bank

✚ Leadership

- Clients: States Bank Vietnam  
Dong A Bank  
Gameloft  
PTI – CEO – Public course  
VIFON

✚ Training & Development

- Clients: Petro Vietnam  
PTI – CPO – Public course  
Brainwork – Public course  
Motivation  
Petro Vietnam / ACV  
Nnice Karaoke / Hoang Yen Group  
The Cliff Resort

✚ Planning & Time Management

- ✚ Clients: Phu My Fertilise  
Prudential / Chợ tốt  
Sakura Co

### EDUCATION

✚ Calcutta University Honors Degree in Journalism and Mass Communication Ateneo De Manila University

✚ Masters Degree in English Language and Literature Teaching

#### CERTIFICATIONS

- Project Management Professional (PMP)
- Project Management Institute (PMI)
- Certified Six Sigma Black Belt Certificate IASSC
- Certified SHRM-SCP On-going
- Certification Agile & Scrum Project Management institute
- Certified Strategic Focus for Leaders LinkedIn