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|  |  | Objective I am seeking opportunity in Program and Curriculum Management in Education and Training sector.  **Personal Statement**  I am process and result orientated with strong passion, enthusiast professional with proven experience in Digital Project Management, Quality Assurance, Training and Assessment, and Staff Management in the Apprenticeship sector, and Creative Industry. I have a conscientious approach with professional communication skills, self-starter, reliable team player, high performer with great sense of humor. |
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|  |  | ExperienceTechnical Lead IQA / Curriculum Lead, Just IT Training LTD, London Apr 2017 to present **Responsibilities & Achievements**  Programme Lead for IT and Digital Apprenticeships. Overseeing and provide technical advise to staff in Digital Marketer, Infrastructure Technician and Network Engineer standards. Obtained two commendation from Chartered Institute of Marketing of high success rate for July 2018 and April 2019 Assessment. OFSTED Monitoring Visit in Mar 2019 – Reasonable Progress across all areas.  Curriculum Management in IT, Digital Marketer and Network Engineer   * Curriculum Lead for Digital Marketer Standards, including content creation for classroom curriculum for Chartered Institute of Marketing course and OfQual Knowledge Module exams * Leads in Pathway Pioneer meeting for 3x standards and presenting core success figures to SMTs * Programme Lead and provide technical advise and guidance including staff training for Infrastructure Technician and Network Engineer standards * Trains and nurtured staff for product launch, improvement and productivity including dotted line management * Currently a VLE champion: content creation, upload and tracking progress of apprentices * Obtaining Accreditation to deliver Chartered Institute of Marketing modules * Liaising with Sales and Marketing Team to create marketing materials to maximise engagement with our clients   Quality Management   * Leads in standardization meeting and provide technical competence training to Coaches * Performed interim and final sampling and upload evidence onto EPA Portal – City and Guilds and ACE360 * Perform OTLA to Training and Coaching Team ensuring feedback are written in timely manner * Develops robust quality assurance process in line with business strategy * Leads in EQA visits for QCF Framework – gained and retained DCS in first EQA visit * Collates data for 200+ Apprentice for Just IT OFSTED Monitoring Visit in Mar 2019, and being observed in live session by OFSTED Inspector * Support and developed internal EPA Process for EPAOs * Key influence and sign off in EPA Appeals process   Operations Management   * Manage a caseload up to 15x apprentices, and retaining 95% timely achievers including Digital Marketer Training * Partake in Coach / Trainer recruitment process and interview potential hires * Participating in achiever’s project and forecasting achiever payment through RAG system and following up with Operations Team and Apprentices to ensure timely achiever including dotted line management * Trains new Coach / Trainer in all various sector and processes  Creative and Digital Marketing Consultant, Various Apr 2013 to Jun 2018 Perform ad-hoc consultation basis in post production, advertising operations and digital marketing Senior Tutor, QA Apprenticeships Sept 2014 to Apr 2017 Promoted to Senior Tutor in 2016 with management horizontals from Staff Management of 3x direct report and 12x indirect report, Lead Quality Assurance for Trainers and stakeholder in numerous Digital Projects running parallel.   * Plan and observed regional South/London Trainers in classroom training ensuring OFSTED readiness and providing feedback and written report within SLA to all 15x Tutors * Developed new quality assurance protocol and owns all moderation of assessment for apprentices in the South/London region including analyzing exam success rates to reduce cost * Panel judge in staff recruitment process and provide compliance training to new staff * Successfully achieved various IT and Digital projects assigned by various SMT within the business * Recognised as Tutor of the Month on various occasions * Teach and train apprentices in professional vendor qualification from Microsoft, CompTIA and Adobe Certified Associate in Premiere Pro and Photoshop, and Awarding Bodies coursework in IT and Digital Marketing – SEO, Social Media Advertising, Marketing Principles and Website Creation  Social Media Digital Marketing Assessor, Middleton Murray Apr 2014 to Sept 2014  * Train The Assessor: support and guide assessors ensuring efficiency of assessment process are carried out * Trial, introduced and trains assessment staff in using new electronic portfolio system on tablets to reduce carbon cost * Liaising with various stakeholders ensuring documentations are compliant for Awarding Bodies, Audit and OFSTED purposes  Associate Trainer, Vision Workforce Skills Nov 2013 to Apr 2014  * Supports curriculum team in developing training materials for Level 3 Creative Digital Media and Digital Marketing apprenticeship programme * Teach and train apprentices in Creative Digital Media, Digital Marketing and IT courses  Digital Media Trainer/Assessor, Access Apprenticeships Apr 2012 to Nov 2013 TUPE from RollingSound LTD   * Teach and train apprentices in Creative Digital Media courses * Developed curriculum resources for Creative Digital Media courses  Digital Media Designer, Various Mar 2008 to Jan 2014 Worked with various organisation on contractual basis to pitch, lead and design corporate identity, advertisement item, photography and video production. High proficiency in using both Apple and Windows – Adobe Creative Suite and FCP7 Media Assistant, Limkokwing University Jan 2010 to Dec 2010 Coordinating multiple in-house events and liaising with fellow peers to design digital promotional item – print and video production |
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|  |  | Qualification and Education  |  |  | | --- | --- | | ***Qualification*** | ***Year*** | | ETF Certifications:   1. Advancing in Equality and Diversity 2. Safeguarding | 2019 | | Google Analytics IQ | 2018 | | Dot Native – Foundation in Digital Marketing | 2018 | | Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice | 2017 | | LPI – Trainer Performance Monitoring and Assessment | 2016 | | Level 3 Award in Education and Training | | Microsoft 98-368 Mobility and Device Fundamentals | 2015 | | Microsoft 98-369 Cloud Fundamentals | | Adobe Certified Associate in Visual Communication Using Adobe Photoshop CS6 | | Adobe Certified Associate in Video Communication Using Adobe Premiere Pro CS6 | | ETF Certification: Prevent for Practitioner | | Certificate in Health and Safety Essentials | | Microsoft 98-349 Windows Operating System | 2014 | | Microsoft 98-365 Server Administration Fundamentals | | Microsoft 98-366 Networking Fundamentals | | Microsoft 98-367 Security Fundamentals | | CompTIA A+ 801 & 802 | | OfQual – Level 3 Award in Assessing Competence in the Work Environment | 2013 | | Level 2 Customer Service Knowledge | 2013 | | Master of Arts in Digital Media (Pass), London Metropolitan University | 2012 | | Bachelor of Arts (HONS) Creative Multimedia (2:2), Limkokwing University of Creative Technology | 2010 | | Diploma in Graphics and Multimedia Design (Merit), Equator Academy of Art | 2008 | |
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|  |  | Skills  * Project Management and Quality Assurance * Staff Development and Management * Budget control and Risk Assessment * Problem Solver – Logical Thinker * Interpersonal Skills * Diary Management * IT Skills - troubleshoot and Microsoft Office * Adobe Creative Suite and FCP7 * Creative Flair |

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|  |  | Additional Information  * Car owner with clean and full UK Driving License * Visit my LinkedIn Profile for Endorsements and Recommendations: <https://www.linkedin.com/in/yingkitlim/> * Volunteered as Night Shelter chef, responsible to cook and cater up to 20 pax in since 2018 until present |