

FACILITATOR PROFILE

Norintan Shariff has been in the WSQ and non-WSQ Learning and Development space for the past 10 years. She delivers, facilitates and develops more than 50 different modules across several frameworks like Service Excellence, Leadership & People Management, Business Management, Retail and Tourism & Hospitality. Her work thus far in the consultancy arena also includes Customer Centric Initiatives, Competency Mapping, Innovation Capability Voucher (Service Diagnostic), Branding and Franchising.

Driven by her keen interest and aspirations for a better service industry, **Norintan** has over 30 years of experience in various sectors of the service industry including airlines, hotels & accommodations, cruises, food & beverage and retail & wholesale.

She has spent more than half of that time in senior management positions where she has been responsible for the operations, customer management, sales and marketing, human capital management, strategic planning and implementation across several markets; Singapore, Malaysia, Indonesia, Thailand, Brunei, Philippines, Taiwan and Korea.



NORINTAN SHARIFF

ORGANISATIONS THAT NORINTAN HAS FACILITATED LEARNING WITH

- ▶ SIRS
- ▶ TMIS
- ▶ NTUC LearningHub
- ▶ SCCIOB
- ▶ M1
- ▶ Singtel
- ▶ Robinsons Group
- ▶ Dairy Farm Group
- ▶ Delta Airlines
- ▶ Marina Bay Sands
- ▶ Swissotel and Fairmont
- ▶ Park Hotel Group
- ▶ Movenpick
- ▶ SHATEC
- ▶ ProMatrix
- ▶ Auston
- ▶ ION Orchard
- ▶ Polymer

EDUCATION & CERTIFICATION

- ▶ Master in Training from Griffith University
- ▶ Bachelor in Business Administration
- ▶ Higher Diploma in Hotel Management
- ▶ Certified DACE & ACTA and Training Analysis and Impact Measurement Evaluator
- ▶ Practising Management Consultant (PMC)
- ▶ Specialist Adult Educator (SAE)