ANDREW TAN

ACLP-CERTIFIED AI TRAINER & ENTERPRISE AI ARCHITECT

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LINKEDIN
linkedin.com/in/andrew-tan-tm

PERSONAL WEBSITE
andrewtantm.com

COMPANY WEBSITE
ommu.ai

CORE COMPETENCIES

- Corporate AI Training & Upskilling
- Instructional Design & Curriculum
- Generative AI & Prompt Engineering
- Workflow Automation (n8n, Make)
- Retrieval-Augmented Generation (RAG)
- AI Agent & Chatbot Architecture
- Business Process Automation (BPA)
- SSG & ACLP Compliance Frameworks
- B2B Enterprise Solution Architecture
- Data Analytics & Strategy

TECH STACK

- n8n / API Integrations
- Large Language Models (LLMs)
- Notion / Vector Databases
- Telegram / WhatsApp APIs
- Data Analytics Platforms

PROFESSIONAL PROFILE

ACLP-Certified Instructional Designer and Enterprise AI Architect specializing in high-throughput workflow automation and corporate workforce upskilling. Proven track record of engineering production-grade RAG and agentic architectures while simultaneously designing and delivering accredited adult education curricula within the SkillsFuture (SSG) ecosystem (delivering 24+ hours of weekly intensive instruction). Combines deep technical proficiency in GenAI systems engineering with formal pedagogical expertise to accelerate corporate digital transformation, maximize operational throughput, and drive measurable enterprise AI adoption.

PROFESSIONAL EXPERIENCE

Independent Training Specialist | ATO & Private Academy Partner | 1-on-1 Instructional Coach

Independent Contractor | Partnered with @ASK Training, Metacamp, Equinet Academy, Inspizone Academy, Others and Private Clients | Jul 2026 – Present

- **Proprietary Curriculum & Instructional Design:** Directed end-to-end AI verticals by developing ground-up technical curricula, structured exercises, real-world case studies, slide decks, and competency assessments across 5 core domain areas (Workplace Generative AI & Prompt Engineering, Agentic AI & RAG Chatbot Architecture, Business Process & Workflow Automation, AI Audio & Creative Media Production, AI Video Generation & Visual Content Strategy).
- **Training Delivery & Executive Coaching:** Served as Lead ACLP-Certified Instructor, delivering high-impact group workshops within the SSG/WSQ ecosystem and providing bespoke 1-on-1 private coaching for corporate executives, business owners, and professionals tailored to their operational workflows.

Head of AI Curriculum & Lead Automation Developer

Happy Together Pte Ltd | Singapore | Mar 2026 – Jul 2026

- **Proprietary Curriculum & Instructional Design:** Directed the end-to-end AI vertical by developing ground-up technical curriculum, structured exercises, case studies, and assessments for 5 core programs:
  - Practical AI Adoption in the Workplace: Generative AI & advanced Prompt Engineering.
  - Work Smart with AI: Building RAG AI Agent Telegram chatbots utilizing Notion and n8n.
  - Next-Gen Tech for Business Impact: Advanced n8n workflow architecture & scaled automation concepts.
  - Content Innovation with AI: AI-driven music/media production and digital publishing.
  - Content & Video Strategy with AI: AI video generation and automated media collateral creation.
- **Lead Training Delivery:** Served as the Lead ACLP Certified Instructor, delivering 24+ hours of intensive weekly classroom instruction and driving digital upskilling for corporate professionals within the SSG ecosystem.
- **Systems Automation & AI Engineering:**
  - Web Infrastructure Overhaul: Executed a full-scale website overhaul and migration using Netlify, optimizing site performance, continuous deployment (CI/CD) pipelines, and digital user experience and implementing Retrieval-Augmented-Generation Chatbot functionality.
  - Automated Lead Generation Pipelines: Engineered internal sales leadgen pipelines via n8n and GenAI, scaling outbound operational capacity with zero added headcount.
  - Support Ticket Automation: Developed internal and external RAG chatbots to resolve staff support tickets and streamline incoming customer inquiries autonomously.
- **AI-Powered Marketing Asset Production:** Spearheaded the creation of high-converting visual, video, and audio marketing assets leveraging generative tools including Kling, Dreamina, and Topmediai, significantly shortening production lifecycles and modernizing brand collateral.
- **Regulatory Compliance:** Provided mandatory ACLP-certified oversight for noncertified trainers, securing and preserving critical SkillsFuture (SSG) funding eligibility.

PROFESSIONAL EXPERIENCE (CONTINUED)

Founder & Lead Enterprise AI Architect

OMMU Pte. Ltd. (ommu.ai) | Singapore | Jul 2025 – Present

Core Product, Operations & Omnichannel Architecture

- Founded ommu.ai, engineering advanced RAG and n8n automation architectures (OpsOracle) to deploy conversational AI systems natively across WhatsApp, Telegram, Facebook Messenger, Instagram DM, Email, website chat, and Slack.
- Developed an Active Intelligence & Recovery System for high-volume F&B and hospitality environments, automating 24/7 guest feedback analysis and optimizing customer recovery speeds.
- Implemented human-in-the-loop guardrails for critical cases, ensuring automated interactions never compromise brand safety.
- Created a proprietary 8-Pillar Audit framework to identify, quantify, and resolve service delivery friction points.

Client Experience & Enterprise Incident Systems

- Designed automated client onboarding and external customer support systems, integrating secure payment processing, intelligent multi-channel routing, and instant backend CRM/account provisioning.
- Built robust data pipelines for weekly operational insight reports, delivering aggregated performance intelligence to key stakeholders.
- Developed real-time alerting and escalation workflows to instantly flag severe service failures for immediate management intervention.

Growth Engine & Outbound Scale

- Architected an end-to-end n8n and LLM content generation pipeline, integrating custom JS data-cleaning nodes, prompt engineering, and schema validation to produce publication-ready, SEO-optimized Markdown articles.
- Engineered a programmatic lead-generation engine via n8n to scrape and analyze public industry and restaurant data.
- Deployed AI-driven hyper-personalization, instantly mapping operational "leakages" to tailored B2B pitches.
- Built a scalable outbound infrastructure across 4 domains and 12+ synchronized inboxes, strictly protecting domain reputation and deliverability.
- Designed dynamic delivery pacing strategies tailored to F&B operational rhythms to maximize open and response rates.

Training Officer

Bizlink Centre Singapore Limited | Singapore | Jun 2023 – Mar 2026

- **Adult Education & Digital Literacy:** Designed and delivered comprehensive digital skills training programs tailored specifically for adult learners, building the foundation for transition into deep-tech instruction.
- **Curriculum & TNA:** Conducted robust training needs analysis (TNA) and learner profiling to ensure alignment with workplace objectives.

Senior Copywriter & Freelance Content Strategist

Verz Design Pte Ltd / Independent | Singapore | Nov 2019 – May 2023

- **Technical Translation:** Developed structured digital content and messaging frameworks, specializing in simplifying complex technical and financial topics for mainstream audience comprehension.

Business Intelligence Analyst / Data Science Consultant

Singtel & Eu Yan Sang | Singapore | Mar 2014 – Aug 2018

- **Data Strategy & Operations:** Analyzed behavioral and transactional datasets to identify trends informing enterprise engagement strategies. Built BI dashboards to support operational decision-making.
- **Cross-Functional Bridging:** Translated complex data structures and analytical insights into actionable recommendations for non-technical senior stakeholders.

LICENSES & CERTIFICATIONS

Google AI Professional Certificate
Coursera | Issued Oct 2026

AI in Operations: Enhancing Workflow Efficiency & Automation (24 HRS)
@ASK Training Pte Ltd | Issued Aug 2026

WSQ Advanced Certificate in Learning and Performance (ACLP)
Institute for Adult Learning Singapore | Issued Mar 2025 | Credential ID: 100179971

Become a Data Analyst
LinkedIn | Issued Sep 2023

Diploma in Infocomm Technology
Lithan Academy | Issued Jul 2021

Bachelor of Business Management, Finance (Summa Cum Laude)
Singapore Management University (SMU) | Awarded May 2013

Full Name on Record: TAN TSAO MING, ANDREW

VERIFIED CREDENTIALS

The following certificates support the credentials listed above.

SINGAPORE MANAGEMENT UNIVERSITY

It is hereby certified that

TAN TSAO MING, ANDREW

having satisfied in full the requirements for the degree of

BACHELOR OF BUSINESS MANAGEMENT

Summa Cum Laude

has been awarded that degree with all the rights, privileges and honours pertaining thereto and in witness whereof the seal of the University was hereunto affixed in the presence of the persons authorised by the Board of Trustees on **29 May 2013**

Chairman
Board of Trustees

President

SINGAPORE MANAGEMENT UNIVERSITY * 2000 *

Provost

Dean
Lee Kong Chian School of Business

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VERIFIED CREDENTIALS

The following certificates support the credentials listed above.

SINGAPORE
WORKFORCE SKILLS
QUALIFICATIONS

Advanced Certificate in Learning and Performance

is awarded to

TAN TSAO MING ANDREW
ID No: S8839207H

for successful attainment of the required industry approved competencies

at Institute for Adult Learning (IAL)

21 Mar 2025

Kok Yam

Tan Kok Yam, Chief Executive
SkillsFuture Singapore Agency

Cert No: 100179971

The training and assessment of the abovementioned learner are accredited in accordance with the Singapore Workforce Skills Qualifications System. This WSQ programme is aligned to the Skills Framework.

www.ssg.gov.sg
For verification of this certificate, please visit
https://myskillsfuture.gov.sg/verify_eCert.html

SKILLSfuture SG

SF_TQ_001

VERIFIED CREDENTIALS

The following certificates support the credentials listed above.

NATIONAL INFOCOMM COMPETENCY FRAMEWORK

Jointly developed by IMDA and SSG

DIPLOMA IN INFOCOMM TECHNOLOGY

(DATA)

is awarded to

TAN TSAO MING, ANDREW

ID No: S8839207H

for successful attainment of the required industry approved competencies

at LITHAN ACADEMY PTE. LTD.

07 Jul 2021

Cert No. 100018851

Ong Tze Chin, Chief Executive
SkillsFuture Singapore Agency

The training and assessment of the abovementioned learner are accredited in accordance with the Singapore Workforce Skills Qualifications System. This WSQ programme is aligned to the Skills Framework.

www.ssg.gov.sg

For verification of this certificate, please visit https://www.myskillsfuture.gov.sg/verify_eCert.html

SINGAPORE WORKFORCE SKILLS QUALIFICATIONS

SKILLSfuture SG

SF_FQ_005

VERIFIED CREDENTIALS

The following certificates support the credentials listed above.

@ASK Training
Attitude | Skills | Knowledge

CERTIFICATE of ATTENDANCE

This is to certify that

TAN TSAO MING, ANDREW

has completed the course

(24 HRS) AI IN OPERATIONS: ENHANCING WORKFLOW EFFICIENCY & AUTOMATION

On

25 Jul 2026 to 01 Aug 2026

Kuah Siau Hian
Managing Director
@ASK Training Pte Ltd

8 Courses

AI Fundamentals

AI for Brainstorming and Planning

AI for Research and Insights

AI for Writing and Communicating

AI for Content Creation

AI for Data Analysis

AI for App Building

AI for App Deployment

Oct 6, 2026

Andrew Tan

has successfully completed the online Professional Certificate

Google AI

Those who earn the Google AI Professional Certificate are fluent in AI, and have completed 8 courses demonstrating their ability to apply AI to the skills where AI is transforming work: Brainstorming, Research, Communication, Content Creation, Data Analysis, and coding. They have built a portfolio of 20+ artifacts using AI, and vibe coded a custom AI solution. They prompt effectively, evaluate outputs, and leverage AI tools responsibly to solve real workplace challenges.

Amanda Brophy
Global Director of
Google Career
Certificates

This certificate attests to the learner's completion of an online program delivered via Coursera. It does not constitute formal enrollment at any university or entity and does not itself grant academic credit, grades, or a degree. Institutions or organizations may, at their discretion, recognize this learning toward their own programs or credentials.

Verify this certificate at:
https://coursera.org/verify/professional-cert/CPCADJ1O7JI0