



THOMAS CHEN

Tom is an accomplished Executive with over 30 years of multinational expertise. He has deep experience in change management and transformational leadership. He has opened new markets around the globe for multinational companies and has a significant track record of delivering top-level performance as a General Manager and Chief Operating Officer in multiple global companies. His multi-dimensional mentoring approach helps clients discover new ideas and possibilities by developing new ways of seeing current situations. He has worked with clients in global companies and local organizations from the US, Middle East and Asia. His coaching and mentoring experience includes executives from the Pharmaceutical, Energy, Cosmetics, and Telecom industries, as well as others.

Tom has spent the last 9 years prior to Merryck working as an Executive Coach. Previously, he was the Chief Operating Officer for RHB Bank Berhad in Malaysia. In that role he led a transformation that refocused the operations resulting in a customer focused and highly efficient organization. Tom worked in Kuwait as the Chief General Manger of Gulf Bank where he led the second largest bank in the country to a 15 % increase in operating profit. He has also served as GM for AIG's Consumer Finance Group in Hong Kong.

At the height of the Asian Economic Crises, Tom was Head of Consumer Banking (Asia) for National Australia Bank improving profitability by 180%. He also established a sales and service Retail Banking organization in Saudi Arabia for Riyad Bank, improving profitability by 25% and led the group to significantly grow its asset base.

Raised in Shanghai, Tom was educated in Hong Kong, England and the United States. He has an MBA from Carnegie Mellon University and a BS from Columbia University. He is fluent in English, Cantonese and Mandarin. Tom also has multiple coaching certifications.