

DARYL LIM

Learning & Development | Customer Experience

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Profile

Former leading steward with nine years at Singapore Airlines, now moving into learning and development and customer experience. On board I coached new crew, ran team briefings and handled service recovery for premium passengers every week. I have since completed an L&D internship at Changi Airport Group and a part-time Diploma in Human Resource Management.

Transferable Skills

Training & Coaching : On-the-job coaching of 40+ new cabin crew, Pre-flight briefings for teams of up to 18 crew, Assessing performance with structured checklists, Facilitating workshops and onboarding sessions

Customer Experience : Service recovery for premium passengers, Complaint handling and feedback reports, Cross-cultural communication, Calm decision-making under pressure

HR & Digital Tools : Workday, Articulate Rise 360, Microsoft Excel and PowerPoint, Canva

Employment History

HR Intern, Learning & Development, Changi Airport Group, Singapore (Internship) — 2026

- Supported onboarding programmes for 300+ new frontline staff and built two e-learning modules in Articulate Rise 360

Leading Steward, Singapore Airlines, Singapore — 2021 – 2025

- Led the cabin team in Business Class on A350 and 777 flights and coached new crew during their supernumerary flights

Flight Steward, Singapore Airlines, Singapore — 2016 – 2021

- Served on long-haul and regional routes; seconded as a Care Ambassador at Singapore General Hospital in 2020

Guest Services Agent, Marina Bay Sands, Singapore — 2013 – 2016

Education

Diploma in Human Resource Management (Part-time) <i>Singapore Human Resources Institute (SHRI), Singapore</i>	2024 – 2025
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Diploma in Hospitality & Tourism Management <i>Temasek Polytechnic, Singapore</i>	2010 – 2013
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Training & Certifications

Advanced Certificate in Learning and Performance (ACLP) — Institute for Adult Learning (IAL), 2025
IHRP Certified Associate (IHRP-CA) — Institute for Human Resource Professionals, 2026
Safety & Emergency Procedures (SEP) – annual recurrent — Singapore Airlines, 2025
Advanced First Aid & AED — Singapore Red Cross, 2024

Languages

English (Fluent) · Mandarin (Native) · Malay (Conversational) · Japanese (Basic (JLPT N4))