

# Loh Jia Yao

Operations & Governance Specialist | NTU Computing Undergraduate

## ABOUT ME

Operations & Security Manager with 6+ years of experience in high-risk security operations at the Singapore Police Force and government sector. Currently pursuing a Bachelor of Technology in Computing (Cybersecurity Specialisation) at NTU. Proven expertise in incident response, risk assessments, compliance, and operational leadership, with a strong foundation in digital transformation. Seeking to transition into cybersecurity governance, IT risk, and operations management roles.

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## AWARDS

- HOME TEAM DIPLOMA SPONSORSHIP RECIPIENT
- EDUSAVE GOOD PROGRESS AWARD RECIPIENT

## EDUCATION

### Bachelor of Technology in Computing

- Nanyang Technological University (NTU) , 2024 - Present (Year 2, Expected Graduation 2028)
- Diploma In Mechatronics
  - Temasek Polytechnic, 2015 - 2018
- Technical GCE 'O' & 'N' Levels
  - Loyang Secondary School, 2011 - 2014

## SKILLS & COMPETENCIES

### Cybersecurity & Risk

- Risk Assessment, Incident Response, IT Governance, Compliance

### Operations Management:

- Security Operations, Crisis Management, Business Continuity

### Technical Exposure:

- Python, MERN Architecture, Excel VBA, Microsoft Power Query, Digital Systems, Robotics & Automation

### Leadership & Strategy:

- Stakeholder Management, Process Improvement, Training & Mentorship

## CERTIFICATIONS

- CompTIA Security+ (Target Q4 2025)
- ISO 27001 Lead Implementer (Future)
- ITIL Foundation (Future)

## PROFESSIONAL EXPERIENCE

### Operations Manager | July 2025 - Present

Health Sciences Authority (HSA) , Contracted via WSH Experts

- Leading a pilot project to migrate internal data tracking and reporting workflows to a cloud-based architecture leveraging Microsoft 365 and SharePoint Online, improving data accessibility, version control, and collaborative analytics across teams.
- Developed automated dashboards and statistical tracking tools using Python, VBA, and Power Automate, integrating cloud storage and data visualization to enhance workflow efficiency and reporting accuracy.
- Plan, coordinate, and deploy operational teams to conduct enforcement actions against illicit vape peddlers, warehouses, and distribution networks.
- Liaise directly with HSA department heads and supervisors to align operational practices with regulatory requirements.
- Lead incident reporting and escalation procedures, ensuring timely response and documentation of security breaches or operational risks.
- Coordinate internal audits and inspections, proactively closing compliance gaps and strengthening operational resilience.
- Train and guide staff on updated SOPs, risk awareness, and workplace safety, enhancing team readiness.

### IT Project Consultant | July 2024 - Feb 2025

Shipco Transport

- Supported deployment and testing of cloud-integrated automation workflows with Microsoft 365, Power Automate, and SharePoint Online, improving team collaboration and data accessibility.
- Developed a foundational understanding of cloud service models (IaaS, PaaS, SaaS) and applied them to workflow optimization and system migration planning
- Streamlined operations by automating manual workflows with Excel VBA and Power Automate, eliminating repetitive tasks and achieving up to 45% efficiency gains.
- Prototyped and presented digital solutions, including a web-based automation plugin with intuitive, user-friendly interfaces to replace time-consuming manual processes.
- Collaborated with cross-functional teams to uncover operational bottlenecks, gather requirements, and deliver practical IT tools aligned with business needs.

### Duty Operations & Security Officer | Jun 2022 - May 2024

Singapore Police Force , Special Operations Command - Operations Branch

- Selected as 1 of only 4 officers (out of 400) to oversee daily SOC operations, ensuring seamless deployment readiness.
- Directed base security planning, including Auxiliary Police deployments, intrusion drills, and security audits to safeguard SOC facilities.
- Conducted risk assessments for high-profile national events such as F1 and New Year's Countdown, advising senior management on deployment strategies.
- Coordinated multi-division incident response operations for high-risk cases (suicides, violent incidents), ensuring rapid activation of SOC resources.
- Streamlined visitor security clearance procedures, reducing processing time while maintaining strict standards.
- Coordinated audits and SOP updates during digital workflow rollouts, ensuring alignment with governance standards.

## PROFESSIONAL EXPERIENCE PAGE 2

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### **Armed Strike Team Operator | Dec 2018 – May 2019**

Singapore Police Force, Special Operations Command – Police Tactical Unit

- Operated as part of the Armed Strike Team in high-risk tactical deployments, including riot control, critical incident response, and crowd management.
- Led tactical teams during public disorder operations, ensuring safety and operational discipline under extreme pressure.
- Designed and implemented a digital transformation project, converting manual equipment checklists into a digitised system, reducing error rates and saving man-hours.
- Conducted research on global riot-control strategies and incorporated findings into training modules, improving unit readiness.
- Developed and enforced new maintenance SOPs, reducing equipment failure rates and enhancing deployment effectiveness.
- Evaluated advanced paramilitary equipment and advised on procurement decisions, strengthening SOC's tactical capabilities.

### **TRAINEE, TRACOM | Dec 2018 – May 2019**

Police Tactical Unit, Special Operations Command, Singapore Police Force

- Participated in high-pressure law enforcement operations requiring decisive action and tactical precision.
- Collaborated with training officers on security simulations and threat response drills, enhancing team preparedness.
- Provided operational support in public safety efforts during major events, showcasing strong teamwork and situational awareness.

### **INTERN | Feb 2017 – Dec 2017**

Research and development, Rolls Royce Singapore

- Automated ABB Robotic Arms for fan blade finishing, significantly improving process efficiency through advanced coding solutions.
- Contributed to Rolls-Royce's digital transformation efforts during Industry 4.0 integration, focusing on process automation.
- Developed AR/VR concepts for mechanical engineering tasks to improve manufacturing process efficiency.