

RESUME

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Executive Summary

Multi-disciplinary leader, project manager and administrator with proven track record in Strategic Planning, Project and Risk Management, Organisational Development and Excellence, Research and Corporate Administration. Provides advice to senior management teams on both strategic and operational matters, and effective leadership through good corporate governance, communication and interpersonal skills to both internal and external stakeholders.

Areas of Expertise

Project Management | Organisational Design and Development | Strategic Planning
Change Management | Risk Management | Management Consulting |
Finance & Budgeting | Business Development | Marketing

Major Accomplishments

- Drive key projects, project teams and initiatives to achieve goals set out by senior management such as MOHH's Planning and Social Committees, Staff Milestone Engagement Programmes (MEP), SMU's Quality Assurance Framework for Universities (QAFU) assessment exercise, HSA's Mapping of Manpower Capability and Identification of Skill Gaps, Strategic Workplan and Initiatives, and Horizon Scanning team
- Plan, design and implement MOHH, SMU, HSA and TEC's Corporate KPI Tracking and Reporting Dashboards in consideration of multiple stakeholders' requirements and concerns
- Led internal communications efforts during the H1N1 outbreak as part of HSA's H1N1 Crisis Core Group in 2011

Career Experience

MOH HOLDINGS PTE LTD (Apr 2021 to Present)

Assistant Director, Finance Division (partial secondment to 1FSS)

- Design and conduct a business process review exercise for 1FSS' AR Call Centre
- Develop and implement the communications plan for S/4HANA IT System go-live
- Draft 1FSS' BCP, develop crisis scenarios and conduct alternate site exercise
- Draft and implement 1FSS newsletter for culture and mindset change
- Support 1FSS admin operations eg. secretariat support for Risk Management Committee meetings, conduct lease renewal exercise as required by Director, 1FSS
- To oversee MOHH FY22 workplanning cycle, track and report Division KPIs and targets

MOH HOLDINGS PTE LTD (Feb 2017 to Mar 2021)

Leadership & Organisational Development (LOD) Division

- Oversee MOHH workplan cycles and planning of organisation-wide staff engagement events eg. workplan seminars and year-end celebrations
- Oversee the development and implementation of the MOHH Company Dashboard
- Oversee development and implement measures to increase staff engagement and identify key staff concerns
- Support efforts to cultivate a greater sense of belonging and wellbeing in MOHH
- Assess events and trends impacting the public healthcare sector; recommend strategies to senior management to mitigate changes in the operating environment

SINGAPORE MANAGEMENT UNIVERSITY (Jun 2015 to Nov 2016)

Assistant Director, Office of Strategic Planning

- Lead and oversee projects, prepare policy papers to address the university's medium and long-term priorities and needs
- Assist senior management to review organisational issues, areas of concern, administer tracking and reporting of corporate KPIs
- Plan and organise university-wide annual meetings and events to drive long-term vision

HEALTH SCIENCES AUTHORITY (Mar 2008 to Jun 2015)

Assistant Director, Strategy and Business Transformation

- Plan strategic discussions eg. HSA 5-year Strategic Plan, Board/EXCO retreats; help management crystallise key concepts into organisational directions and policies
- Review, develop and track organisational budgets, KPIs, initiatives and risk management portfolio; Oversee org-wide projects and initiatives to meet intended objectives
- Track and analyse outcomes, recommend measures if necessary to mitigate potential risks to the organisation through proper risk management mitigation

Senior Manager, Strategic Policy, Operations and Communications Division

- Administer Board and EXCO's policies, procedures and secretariat functions
- Formulate and implement R&D ethics approval and funding, internal communications and IP policies, frameworks and procedures

PUBLIC SERVICE DIVISION, PRIME MINISTER'S OFFICE (Apr 2006 – Feb 2008)

Manager, PS21 Office, The Enterprise Challenge

- Identify and nurture promising innovative ideas for funding and implementation
- Promote and administer the innovation funding, track approved budgets and expenses, recommend rectification actions

PRUDENTIAL ASSURANCE COMPANY SINGAPORE (Sep 2004 – Mar 2006)

Prudential Adviser

- Conduct financial needs analysis for clients to recommend suitable products
- Creation, cultivation and management of customer relationships

DSO NATIONAL LABORATORIES (Jan 2000 – Aug 2004)

Account Manager, Army and Airforce

- Administration, coordination and events management
- Proactively identify customer needs, assist in providing solutions

Academic/Professional Qualifications

- 2020 : Belbin Team Roles Accreditation
- 2012 : Project Management Professional, PMI, USA
- 2002 : Master of Engineering Science (Technology Management), UNSW, Australia
- 1999 : Bachelor of Engineer (Mechanical), NTU, Singapore
- 1995 : Graduate Diploma in Marketing, CIM, UK

Highlights of Attended Programmes

- 2021 : "Level 3 Team Leadership Programme", SingHealth Academy
- 2020 : "Fundamentals of the Personal Data Protection Act (PDPA)", NTUC Learning Hub
- 2019 : "Emerging Leaders Programme", Healthcare Leadership College, MOHH
"OD Practitioner Foundation Programme", Civil Service College
- 2016 : "Social Futures of Singapore Society", Behavioural Science Institute, SMU
"PMI Singapore Regional Symposium", PMI Singapore
- 2015 : "Societal Leadership Summit", Institute for Societal Leadership, SMU
"Singapore OpenGov Leadership Forum", OpenGov Asia
- 2014 : "Strategic L.E.A.D. Programme", Civil Service College
"HSA Leadership Development Programme", NTU

Personal Particulars

Citizenship : Singaporean
Languages Spoken : English, Mandarin

References

Available upon request