

BENJAMIN LIM

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Professional Experience

2021 - Now **Product Owner (AI/ML platform)**

Digital Experience – Career Services, Workforce Singapore

- Lead team of 6 Developers & DevOps engineers to build in-house AI/ML platform
- Collaborate with stakeholders to evaluate potential AI/ML platforms, selecting Datarobot for integration into AWS cloud
- Train business users to visualise and manipulate data for operational purposes
- Shape and prioritise product roadmap
- Budget and cashflow management for project funds
- Nominated for public service-level Service Delivery Talent Leadership Development Programme

2017 – 2021 **Senior Manager**

Career Services Division, Workforce Singapore

- Co-lead Business Process Re-engineering efforts to prepare for launch of new digital service platform
 - Conceptualise, develop, implement, evaluate and integrate technological innovations like Chatbot and Live chat with <\$10k budget in 3 months
- Co-lead cross-agency workgroup conducting user research, prototyping & designing services to serve working adults
 - Launched 2 guides on LifeSG app with schemes and advisory curated for retrenched workers
- Predicting the employability of Singaporeans
 - Co-created ML model with external consultants applying best-in-class career development theories & measures
 - Integrate model into services, trained coaches to use model
- Developed modular performance scorecard with calibrated KPI for a holistic measure of career coaching excellence
- Conceptualised and conducted research study to quantify coaches' work effort for resourcing & costing
- Lead Coordinator for the Prime Minister's visit to one of our Career Centres
- Promoted after 2 years service with top grade of A

2013 – 2017 **Assistant Operations Officer**

191 Squadron, Republic of Singapore Navy

- Secretariat for SAF Day Parade 2017 Post-Parade Reception, overall IC for initiation, planning, coordination and execution
- Navy 2016 Workplan Team – created and conceptualised Flotilla-level media piece communicated to ~1000 servicemen

- Operations staff in multi-lateral exercises RIMPAC 2016 and Ex Deep Sabre 2016 (Task Group Principal Warfare Officer)

Skills

Management & Thinking	Agile Methodologies, Business Process Re-engineering & Development, Project Management, Systems Thinking, Strategic Thinking, Policy Formulation & Review
Research & Analytics	Design Thinking, Behavioural Insights, Data Visualisation, Deep Learning
Human Capital	Leadership, Career Development Facilitation
Languages	English – Written and Verbal Chinese (Simplified) – Written and Verbal Programming – Python, HTML, CSS, JavaScript (React)

Education

2020 - 2022	Master of Science - Technopreneurship & Innovation <i>Nanyang Technological University</i> <ul style="list-style-type: none"> • Entrepreneur Study Award • GPA: 4.75 / 5.0
2009 – 2013	Bachelor of Science – Life Science (1st Class Honours) <i>National University of Singapore</i> <ul style="list-style-type: none"> • CAP: 4.6 / 5.0 • Dean's List 2009: Year 1 Semester 1

Professional Certification

2022	Technical Product Manager Certification <i>Product Manager HQ</i>
2021	Certified Scrum Master (CSM) <i>Scrum Alliance</i>
2020	Agile Certified Practitioner (PMI-ACP) <i>Project Management Institute</i> ITIL 4 Foundation <i>AXELOS Global Best Practice</i> Cloud Essentials + Certification <i>CompTIA</i>
2019	Advanced Certificate in Career Development Facilitation <i>Workforce Skills Qualification - Workforce Singapore</i>