

HO GUANG FU (MELVIN HO), B.Sc (Hons), PGDE, CHRA®

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PROFESSIONAL SUMMARY

Strategic and values-driven professional with more than 15 years' experience in **community management, education, and administration**. Proven ability to lead cross-functional teams, optimise processes, and deliver impactful programmes in both public and private sectors. Recognised for **integrity, stakeholder engagement, and innovative problem-solving**. Adept at managing budgets, driving resident engagement, and delivering high-quality learning experiences.

CORE COMPETENCIES

- Community Engagement and Stakeholder Management
 - Project and Event Management
 - Budget Planning and Financial Control
 - HR Administration and Talent Development
 - Curriculum Design and Training Delivery
 - Process Improvement and Change Management
 - Digital Literacy and Technology Adoption
 - Bilingual Communication (English and Chinese)
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PROFESSIONAL EXPERIENCE

Constituency Manager – People's Association, Singapore

May 2023 – Oct 2024

- Led planning and execution of community projects, increasing resident engagement across multiple grassroots organisations.
- Managed budgets and expenditure controls to ensure optimal use of public funds.
- Prepared financial statements and evaluation reports to support strategic decision-making.

Assistant Manager – Graduate College, Nanyang Technological University

Apr 2022 – Apr 2023

- Coordinated development of a student management system for all Master's and PhD programmes, ensuring on-time delivery.
- Provided secretariat support to the Graduate College Executive Committee.
- Enhanced and maintained the Graduate College website for accuracy and accessibility.

Constituency Management Executive (Temp) – People's Association

Nov 2021 – Mar 2022

- Managed frontline counter operations, resolving resident queries efficiently.
- Supported outreach initiatives to boost participation in community programmes.

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Digital Ambassador – Infocomm Media Development Authority

Aug 2020 – Mar 2021

- Trained seniors in secure use of digital tools, improving digital literacy rates.
- Guided stallholders in adopting e-payment and digital commerce solutions.

Administrative Assistant – Sheraton Towers Singapore

Jul 2019 – Jul 2020

- Maintained housekeeping inventory and streamlined procurement processes.
- Coordinated inter-departmental operations to align with guest service standards.

Operator (Administration & Laundry) – YR Industries Pte Ltd

Aug 2017 – Feb 2019

- Supervised order fulfilment to meet client quality standards.

Personal Assistant – Everrise Furniture Maker

Dec 2015 – Apr 2017

- Managed office operations to ensure a safe and efficient work environment.

Teacher – St Joseph's Institution

Jun 2008 – Nov 2015

- Designed and delivered Integrated Science Programme (Biology) curriculum, improving student engagement.
- Led co-curricular activities to top-three national rankings.

Teacher – Catholic Junior College

Jul 2005 – Jun 2008

- Delivered A-Level Biology syllabus and practical assessments.
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EDUCATION

- **Postgraduate Diploma in Education (Credit)** – National Institute of Education, NTU, 2005
 - **Bachelor of Science (Hons)** – University Scholars Programme, NUS, 2004
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CERTIFICATIONS & AWARDS

- Certified Human Resource Administrator (CHRA®)
 - WSQ Certifications: Business Management (Digital Marketing), Tourism, Service Excellence, Workplace Safety & Security
 - National Service Medal (2014)
 - National Youth Achievement Award – Gold (2004)
 - MOE Teaching Award (2003)
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TECHNICAL SKILLS

- MS Office Suite (Word, Excel, PowerPoint)
 - Mac & Windows OS
 - Website Content Management
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LANGUAGES

- English – Fluent (Read/Write/Speak)
 - Chinese – Fluent (Read/Write/Speak)
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VOLUNTEER EXPERIENCE

- Executive Member – Jalan Kayu Zone L Residents' Network (Current)
 - Volunteer Official – Singapore Life-Saving Society (2004–2008)
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