

Yeo Yong Kiat

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I work at Singapore's Ministry of Health. I improve the effectiveness of public service through digital transformation and effective communication of strategic initiatives. With a proven track record of successfully leading both small policy teams and large software engineering groups, I have effectively engaged senior stakeholders to drive impactful government initiatives.

Experience

Senior Deputy Director

Ministry of Education, IT Division (*forward deployed from GovTech*)

- 2025 - present • Setting up an innovation unit of software engineers and UX designers to develop bespoke digital products for MOE policy officers and educators
- Developing a plan to refresh MOE's School Cockpit, and transforming its outsourced waterfall development model into a co-sourced agile one
- Replicating all TransformGovSG products into the MOE ecosystem

Deputy Director

GovTech, Government Digital Services (*seconded from MOH*)

- 2024 • Set up an innovation unit TransformGovSG (<https://transform.gov.sg>) to transform the way agencies make use of data and information
- Pioneered Generative AI applications across the public service, with the goal of achieving at least \$100 million in annual savings
 - Revamped data analytics processes with Large Language Models to expedite policy review
 - Empowered senior management with AI tools to enhance decision-making and policy formulation
- Co-led a national initiative with NHG to develop a resident healthcare wallet, potentially reducing care coordination efforts by 50%

- 2022 – 2023 • Co-led development of National Platform for Healthcare Claims, a centralised system that processes all healthcare claims for Singapore's five million residents and allows majority of financing policy changes to be implemented within 6 months
- Led a review to consolidate grant portals across Singapore's five grant sectors into a unified platform, with the goal of achieving at least \$22 million in annual savings in government grant administration

Assistant Director

Ministry of Health, Healthcare Finance Division & COVID Special Projects

- 2021 – 2022 • Reviewed the national healthcare subsidy framework, ensuring affordable Long Term Care (LTC) services for over 700,000 senior citizens and individuals with disabilities
- Designed and implemented the Home Caregiving Grant, making caregiving services more accessible and affordable for over 200,000 caregivers

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| 2020 | <ul style="list-style-type: none"> ● Implemented COVID-19 emergency measures across aged care facilities and converted vacant accommodations into temporary nursing homes ● Developed subsidy policies ensuring affordable COVID-19 testing, vaccines, and oral antivirals for all senior citizens ● Led a workgroup across 8 government agencies to implement a national electronic payment solution within a week, for quick operationalisation of COVID-19 national testing policies ● Facilitated safe reopening of travel by coordinating with MOT, ICA, aviation agencies, and 1,500 General Practitioner clinics to implement a blockchain protocol for decentralized verification of COVID-19 vaccine certificates, secured bilateral adoption across Southeast Asia with key authorities and CAAS |
| 2019 | <ul style="list-style-type: none"> ● Implemented Inpatient Hospice Palliative Care Service financing, a suite of subsidies, MediShield Life & MediSave for end-of-life care ● Fronted public communications and implemented system rectifications for 2019 New Means Test System Error, exercised financial reparations against NCS Singapore for lapse in development |

2017 – 2018	Senior Communications Planning Officer <u>Ministry of Education</u> , Communications & Engagement Group <ul style="list-style-type: none"> ● Led a team to establish a data analytics office and develop a three-year data transformation roadmap, creating business intelligence tools for Senior Management and training programs to enhance officer capabilities
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2014 – 2016	Physics Teacher <u>Ministry of Education</u> , Juying Secondary School <ul style="list-style-type: none"> ● Taught middle-school Physics and supported students from low-income families through enrichment programs and career guidance workshops
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Honours

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| 2024 | Received PS (Health) award for successful implementation of the National Platform for Healthcare Claims |
| 2021 | Received COVID-19 Commendation Medal & COVID-19 Resilience Medal , for system-level and frontline efforts in combatting COVID-19 |
| 2018 | Received Ministry of Education Innovation Award (Gold) , for leading business intelligence initiatives in the ministry |

Education

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| 2013 – 2014 | Nanyang Technological University , Singapore <ul style="list-style-type: none"> ● Post Graduate Diploma in Education
(Specialisation in Teaching at Secondary School Level) |
| 2010 – 2011 | Oxford University , Oxford, United Kingdom <ul style="list-style-type: none"> ● Master of Science (Distinction in Theoretical Chemistry) |
| 2006 – 2010 | National University of Singapore , Singapore <ul style="list-style-type: none"> ● Bachelor of Science (1st Class Honours in Chemistry), GPA: 4.95 / 5 |