

CAREER OBJECTIVE

To help Individuals become positive contributors in their life by being a proficient, enthusiastic and effective trainer, facilitator and mentor



WORK EXPERIENCES

Trainer of Professional Development Courses (PDC) at the Society of Tourist Guide Singapore [2021– Current]

Society of Tourist Guide is a non-profit professional body representing Singapore Tourist Guides. It works closely with Singapore Tourism Board and other industry partners to promote the professionalism of tourist guides as tourism ambassadors of Singapore.

Successfully conducted at least 30 sessions of PDCs. The Four Courses titled:

- Malay Culture
- Stories behind Capitol, CHIJMES & Raffles Hotel
- The Civic District and the Cultural Medallion Story
- Rediscovering Telok Ayer Cultural Roots

Each session is attended by 14-25 participants.

Master of Ceremony / Hosting Workshop at BSY Cultural Arts [2013 – Current]

BSY Cultural Arts was officially established by its Founder, Bai Shi Yin Yuan Zhang (Director-Principal) on 11 April 2012. Headquartered in Singapore, the performers hail from Singapore, China, Malaysia, and Australia.

Successfully conducted more than 80 sessions of experiential trainings and workshops relating to Effective Hosting, Communications and Presentation skills . Each session is attended by at least 8-12 participants.

Other Areas [2005 – Current]

- Successfully conducted Experiential Training workshop on Mindset and Attitude changes with Julius Baer Singapore.

- Successfully conducted Soft Skills training for HMI Group (e.g., Interprofessional Collaboration) and CDAC (e.g., Career Support). Each session is attended by 10-35 participants.
- Successfully conducted Communications Workshops, Personal Leadership Workshops and Grooming & Etiquette Workshops for at least 40 schools and 1 restaurant in Singapore. Each session is attended by at least 30-40 participants.
- Work closely with Singapore Armed Forces. Successfully conducted at least 30 talks and workshops relating to Job search and Communications with the National Service – Fulltime (NSFs). Each session is attended by at least 200-300 NSFs.

Lead Trainer at Youth Employment [2005 – 2007]

Youth Employment Singapore (YES) is a youth-for-youth society which focuses on providing career guidance, career information and employment facilitation services

- Conducted Career Talks in 20 army camps, 1 Navy Career Show and 1 at the Singapore Prison. Talks were held at various army camps or prison. Content included basic job skills (e.g., resume writing, interview skills and Etiquette and grooming). Talks were attended by at least 8,000 youths (18-23 yrs old).
- Conducted 4 Career Guidance workshops at Ministry of Home Affairs (MHA), 1 at Singapore Children Society and 1 at Kaki Bukit Prison School. Workshops were attended by 130 youths. It was well received. 90% of the participants commented that the workshop was enjoyable, lively, and well conducted. It gave them a greater clarity of their career goal and helped them understand themselves better.
- Conducted Public Speaking, and Interview Skills workshops and Career Guidance talks for YES volunteers (30 volunteers)
- Participated in the developing of training module in Interview Skills and Career Guidance for MINDEF
- Conducted 1 Public Speaking workshop for JobsDB.com

ACADEMIC AND PROFESSIONAL QUALIFICATION

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| • Certificate in SGUnited Skills Programme in Urban Agricultural Technology, Republic Poly | 16 Sep 2021 |
| • Diploma in Tourism (Event Management and Operation) | 13 Jun 2020 |
| • Multi Language Proficiency Test, Singapore Tourism Board | 29 Nov 2019 |
| • WSQ Tourist Guide Program, Tourism Management Institute of Singapore | 25 Oct 2018 |
| • Advance Certificate in Training and Assessment (ACTA), Institute of Adult Learning | 19 Aug 2016 |
| • Certificate of Facilitation, Republic Poly | Jan 2007 |
| • Foundation Facilitation Workshop, Facilitator Network Singapore | Feb 2006 |
| • Competent Leader Award, Toastmaster International | Aug 2003 |
| • Competent Toastmaster Award, Toastmaster International | Aug 2001 |
| • Bachelor Degree in Business Administration, National University of Singapore | Mar 1992 |