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BSc (Project and Facilities Management) (Hons) NUS

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Tell us about your Experience since Graduation

I am the Manager of the Station Support Branch in Circle Line.

My portfolio includes leading the training function that is responsible for ensuring a high level of competency and knowledge currency among station staff. In addition, I am also responsible for the facilities enhancement and maintenance of all 30 Circle Line Stations and one Depot. I spearhead the Quality & Compliance team to ensure all staff provide a consistently high level

of Service Quality through regular audits. Along with the Operations Team, the Quality & Compliance team seeks to implement new service initiatives in a bid to enhance customer experience within the stations.

Prior to my operations role within the Circle Line, I have contributed in several corporate functions within SMRT Corp which includes Corporate Communications, Resource Planning, Careers & Benefits (HR), Industrial Relations & Employee Engagement (HR), Leasing & Properties (Commercial) and Out of Home Advertisement team. I was also part of the bidding team that successfully bid for the operations and maintenance of Thomson East Coast Line (TEL).

What did you learn from your Degree that helped in your current job?

During my internship with Sato Kogyo, which undertook the construction of a few MRT Lines, I had obtained good insight into the construction of the station that is helpful to my current work in maintaining station facilities.

My Bachelor's thesis project was on Safety Management, which applies to both construction and facilities management. Safety principles should be applied throughout the project management cycle.

The BSc (PFM) programme provided me with numerous opportunities for project works. While the knowledge and skills acquired cannot be quantified, they have proved to be useful in my current work.

What are your advice for current students?

The modules offered in the BSc (PFM) programme are largely versatile. Quality Management, Cost Management, Contracts and Safety management are just some examples where the principles are applicable to different industries. In the course of your studies, do not confine the application of knowledge to only construction management and facilities management.