

## LIST OF TRAINERS AND ASSOCIATE TRAINERS

S/No	Name	Highest Qualification Attained	Awarding Body	Programmes Taught
1.	ARUMUGAM PILLAY NADARAJAN Associate (Part-time) Trainer	Diploma in Human Resource Development	Singapore Institute of Management	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
2.	BERNARD D' CRUZ Associate (Part-time) Trainer	Certificate in Education	NIE	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Presentation Skills</li> <li>▪ Effective Business Writing</li> </ul>
3.	BYRON NIFAKIS Associate (Part-time) Trainer	Bachelor of Engineering	University of Montreal	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Project Management for All</li> </ul>
4.	CAROLINE DAWSON Associate (Part-time) Trainer	Degree of Master of Mass Communication	Nanyang Technological University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Presentation Skills</li> <li>▪ Effective Business Writing</li> </ul>
5.	CHA SIEW TIAN Associate (Part-time) Trainer	Master of Science Major in Human Resource Management	Temple University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
6.	CHANDRASEKRAN S/O SHUNMUGAM Associate (Part-time) Trainer	Diploma in Teaching English to Speakers of Other Language	London Teacher Training College	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ People and Relationship Management L1: Work in a Diverse Service Environment powered by John Maxwell</li> <li>▪ Service Challenges L1 (SF): Respond to Service Challenges</li> </ul>
7.	CHENG CHRISTOPHER Associate (Part-time) Trainer	Master of Architecture	NUS	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Design Thinking for Operations (SF)</li> </ul>
8.	CHEW BENG HOE JIMMY Associate (Part-time) Trainer	Master of Science	The Bernard M. Baruch College	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>

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9.	CHEW LIAN KIM JUDITH Associate (Part-time) Trainer	Master of Business Administration	The University of Manchester	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
10.	CHIA KENG SOON MELVIN Associate (Part-time) Trainer	Master of Business Administration	University of Manchester	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Negotiation in Stakeholder Management</li> <li>▪ Effective Communication and Collaboration in the Digital Age</li> </ul>
11.	CHIN CHEE WAI Associate (Part-time) Trainer	Master of Business Administration	Saint Leo University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
12.	CHOO MUI SEOK KATHERINE Associate (Part-time) Trainer	Bachelor of Education and Training	The University of Melbourne	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> <li>▪ Effective Time and Stress Management</li> </ul>
13.	CHOW KOK WAH ANDREW Associate (Part-time) Trainer	Bachelor of Business Administration	Thames Valley University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Digital Marketing and Engagement</li> </ul>
14.	CHOW WENG YING TERENCE Associate (Part-time) Trainer	Bachelor of Science with Second Class Honours in Business and Management Studies	University of Bradford	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> </ul>

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15.	CHUA SER LIANG RAYMOND Associate (Part-time) Trainer	Diploma in Electrical Engineering	Singapore Polytechnic	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
16.	DANIEL THEYAGU Associate (Part-time) Trainer	Master of Education	University of Sheffield	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Design Thinking for Operations (SF)</li> </ul>
17.	DAUD BIN RAHMAT @ DAUD BIN RUSLI Associate (Part-time) Trainer	Diploma in Management Studies	Singapore Institute of Management	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Emerging Technology Synthesis</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
18.	DEWI MAYA Associate (Part-time) Trainer	Master of Business Administration	Victoria University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> </ul>
19.	EVELNE RAGINI JOSEPH Full Time Trainer	Bachelor of Engineering in Electronics & Communication	Pondicherry Engineering College	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ RPA Developer Foundation Training</li> </ul>
20.	FOO FONG LIN Associate (Part-time) Trainer	Bachelor of Business Administration	National University of Singapore	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Fundamentals of the Personal Data Protection Act (PDPA)</li> </ul>
21.	GOH LI CHOO MARIA Associate (Part-time) Trainer	Bachelor of Arts	National University of Singapore	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
22.	HARDEEP SINGH Full-time Trainer	Certificate in Programming and Information Processing	City Guilds	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Project Management for All</li> </ul>

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23.	HO HUI TING CINDY Associate (Part-time) Trainer	Bachelor of Arts with Merit	National University of Singapore	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Emerging Technology Synthesis</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> </ul>
24.	HO TUCK CHEONG FRANCIS Associate (Part-time) Trainer	Bachelor of Accountancy	National University of Singapore	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
25.	IMELDA SUTISNA Associate (Part-time) Trainer	Master of Science	The City University Of New York	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
26.	JAYANTHINATHAN KRISHNAN Associate (Part-time) Trainer	Bachelor of Science	Oklahoma University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
27.	KANG AI JI AGNES Associate (Part-time) Trainer	Bachelor of Commerce	The University of Western Australia	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
28.	KHOO BOO KOON DEREK Associate (Part-time) Trainer	Master of Science in International Marketing	University of Strathclyde	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>

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29.	<b>KOH BEE HOON</b> Associate (Part-time) Trainer	Bachelor of Science In Computer Science	University of Wolverhampton	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Marketing and Engagement</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Perform Excel Functions</li> <li>▪ Perform Advanced Excel Functions</li> <li>▪ Data Analytics</li> </ul>
30.	<b>KOH CHEE KEONG ALVIN</b> Associate (Part-time) Trainer	Bachelor of Business Systems	Monash University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Marketing and Engagement</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> </ul>
31.	<b>KONG SIEW-YIN ANGELINA</b> Associate (Part-time) Trainer	Bachelor of Commerce with Second Class Honours (Division A)	The University of Western Australia	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Digital Customer Relations Ambassador - Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador - Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador - Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador - Summative Capstone Project</li> </ul>
32.	<b>LAI SHEUAN SHYAN JOHN</b> Associate (Part-time) Trainer	Bachelor of Arts	The Flinders University of South Australia	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Service Challenges L1: Respond to Service Challenges</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> </ul>
33.	<b>LAVANYA GOPALAK- RISHNAPILLAI VALLIAMMAL</b> Associate (Part-time) Trainer	Bachelor of Business Administration	University of Madras	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Project Management for All</li> </ul>
34.	<b>LEE YONG KWONG</b> Associate (Part-time) Trainer	Bachelor of Arts (Arts and Social Sciences)	National University of Singapore	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Emerging Technology Synthesis</li> <li>▪ Data Analytics</li> <li>▪ Content Marketing Strategy</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Effective Business Writing</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Perform Advanced Excel Functions</li> <li>▪ Perform Excel Functions</li> </ul>
35.	<b>LIEN LEE HONG</b> Associate (Part-time) Trainer	Bachelor of Science	San Francisco State University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Data Analytics</li> <li>▪ Perform Advanced Excel Functions</li> <li>▪ Perform Excel Functions</li> </ul>

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36.	<b>LIEW CHIA WEI</b> Associate (Part-time) Trainer	Master of Arts and Human Development	The George Washington University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ People and Relationship Management L1: Work in a diverse service environment powered by John Maxwell</li> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
37.	<b>LIM GUEK HOON FELICIA</b> Associate (Part-time) Trainer	Bachelor of Arts with Honours (Business and Management)	Bath Spa University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
38.	<b>LIM HUN HUAT PAUL</b> Associate (Part-time) Trainer	Bachelor of Commerce Finance and Marketing	Curtin University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Perform Excel Functions</li> <li>▪ Perform Advanced Excel Functions</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Data Analytics</li> </ul>
39.	<b>LIM KEAN HOE</b> Associate (Part-time) Trainer	Master of Business Administration (International Business)	Central Queensland University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Marketing and Engagement</li> </ul>
40.	<b>LIM SIM HONG</b> Associate (Part-time) Trainer	Master of Business Administration	Heriot-Watt University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
41.	<b>LIM SWEE SUAT EUNICE</b> Associate (Part-time) Trainer	Master of Science in Real Estate Investment and Finance	Heriot Watt University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
42.	<b>LIM YENG CHUAN</b> Associate (Part-time) Trainer	Bachelor of Science (Psychology)	Central Queensland University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ People and Relationship Management L1: Work in a Diverse Service Environment powered by John Maxwell</li> <li>▪ Service Challenges L1 (SF): Respond to Service Challenges</li> </ul>
43.	<b>LING LI PENG</b> Associate (Part-time) Trainer	Bachelor of Science in Business and Management Studies (Marketing)	University of Bradford	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Emerging Technology Synthesis</li> <li>▪ Content Marketing Strategy</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Data Analytics</li> <li>▪ Perform Advanced Excel Functions</li> <li>▪ Perform Excel Functions</li> </ul>
44.	<b>LOH YONG CHYE</b> Associate (Part-time) Trainer	Bachelor of Science	National University of Singapore	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Fundamentals of the Personal Data Protection Act (PDPA)</li> </ul>

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45.	LUEY KIT LING ELAINE Associate (Part-time) Trainer	Master of Science in Management (Business)	Hong Kong Polytechnic University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ From 'Hard' Sell to 'Heart' Sell</li> <li>▪ Introduction to CRM &amp; Pipeline Management</li> <li>▪ Sales 101</li> <li>▪ Strategic Business and Marketing Plan</li> </ul>
46.	MADHAVI PRADHAN Associate (Part-time) Trainer	B.E Computer	University of Pune	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Project Management for All</li> </ul>
47.	MINA AKBARSHAH Associate (Part-time) Trainer	Master of Commerce	Deakin University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Perform Excel Functions</li> <li>▪ Perform Advanced Excel Functions</li> <li>▪ Data Analytics</li> </ul>
48.	MOHAMED FADHIL BIN MOHAMED ISMAIL Associate (Part-time) Trainer	Masters in Education	University of Adelaide	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
49.	NEO WEE BENG Associate (Part-time) Trainer	Master of Business Administration	RMIT	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
50.	NG DANNEE Associate (Part-time) Trainer	Master of Information Technology Management	University of Wollongong	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Fundamentals of the Personal Data Protection Act</li> </ul>
51.	NG SOI MUN SUSAN TIFFANY Associate (Part-time) Trainer	Bachelor of Business in Business Administration	Royal Melbourne Institute of Technology	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> </ul>
52.	NITA CHAUHAN Associate (Part-time) Trainer	Postgraduate Diploma in Marketing	The Chartered Institute of Marketing	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
53.	NORAINNI BINTE ABDUL RAHMAN Associate (Part-time) Trainer	Postgraduate Practical course in Law	Board of Legal Education	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Fundamentals of the Personal Data Protection Act</li> </ul>

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54.	<b>OOI SOOK BEE</b> <b>KRYSTINA</b> Associate (Part-time) Trainer	Bachelor of Science with Second Class Honours First Division in Business Management Studies (Marketing)	University of Bradford	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Service Challenges L1: Respond to Service Challenges</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> </ul>
55.	<b>PAT MUN FAI</b> Associate (Part-time) Trainer	Master of Business Administration	University of Dubuque	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> </ul>
56.	<b>PNG GEK KIM</b> <b>CATHERINE</b> Associate (Part-time) Trainer	Bachelor of Arts with Honours in History	The National University of Singapore	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Apply Emotional Competence to Manage Self and Team at the Workplace</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Develop Professional Image and Competence to Achieve Personal Career Goals</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
57.	<b>RANI RAMASAMY</b> Associate (Part-time) Trainer	Master of Arts in Applied Linguistics	Nanyang Technological University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Presentation Skills</li> <li>▪ Effective Business Writing</li> </ul>
58.	<b>RAZY SHAH</b> Associate (Part-time) Trainer	Bachelor of Engineering (Mechanical Engineering)	National University of Singapore	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Marketing and Engagement</li> </ul>
59.	<b>SENG SHUET LING</b> <b>SERENE</b> Associate (Part-time) Trainer	Bachelor of Business Administration	National University of Singapore	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Marketing and Engagement</li> </ul>



## LIST OF TRAINERS AND ASSOCIATE TRAINERS

S/No	Name	Highest Qualification Attained	Awarding Body	Programmes Taught
60.	SEOW WEI YUEN MARK Associate (Part-time) Trainer	Master of Training and Development	Griffith University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Develop Professional Image and Competence to</li> <li>▪ Achieve Personal Career Goals</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ People and Relationship Management L1: Work in a Diverse Service Environment Powered by John Maxwell</li> <li>▪ Service Challenges L1 (SF): Respond to Service Challenges</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> </ul>
61.	SHEN YEN NING Associate (Part-time) Trainer	Master of Business Administration	University of Sunderland	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1)</li> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> </ul>
62.	SIM MENG SENG ROGER Full-time Trainer	Master of Training and Development	Griffith University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> <li>▪ Self-directed Learning on Complaint Management</li> </ul>
63.	SIOU KWOK WEI, ALLEN Associate (Part-time) Trainer	Diploma in Hotel Management	SHATEC	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Introduction to CRM &amp; Pipeline Management</li> <li>▪ From 'Hard' Sell to 'Heart' Sell</li> <li>▪ Sales 101</li> <li>▪ Strategic Business and Marketing Plan</li> </ul>
64.	SOON SIEW LWEI PATRINA Associate (Part-time) Trainer	Master of Training & Development	Griffith University	<b>SGUS Digital Customer Relations Ambassador</b> Service Challenges L1: Respond to Service Challenges
65.	SZETO PECK NGAH MICHELLE Associate (Part-time) Trainer	Diploma in Fashion Marketing	Lasalle College	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
66.	TAN SIEW CHING ELENA Associate (Part-time) Trainer	Bachelor of Science Second Class Honours (Second Division) in International Tourism and Hospitality Management	University of Sunderland	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ WSQ Retail (SF): Service Leadership (Service from The Heart)</li> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>

## LIST OF TRAINERS AND ASSOCIATE TRAINERS

S/No	Name	Highest Qualification Attained	Awarding Body	Programmes Taught
67.	TAN SWEE LIN COLIN Associate (Part-time) Trainer	Master of Arts	George Washington University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Design Thinking for Operations (SF)</li> <li>▪ People and Relationship Management L1: Work in a diverse service environment powered by John Maxwell</li> </ul>
68.	TAN WENLONG ADRIAN Associate (Part-time) Trainer	Graduate Diploma of Chartered Accounting	The Institute of Chartered Accountants Australia	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>
69.	TANG DICK SHUN Associate (Part-time) Trainer	Masters in Business Administration	ESSEC	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Design Thinking for Operations (SF)</li> </ul>
70.	TANYA NINA INDRA PILLAY Associate (Part-time) Trainer	Bachelor of Science in Business Studies (International Hotel Management)	The University of Buckingham	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Introduction to CRM &amp; Pipeline Management</li> <li>▪ From 'Hard' Sell to 'Heart' Sell</li> <li>▪ Sales 101</li> <li>▪ Strategic Business and Marketing Plan</li> </ul>
71.	TEO JOHN Associate (Part-time) Trainer	Bachelor of Engineering	NUS	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Design Thinking for Operations (SF)</li> </ul>
72.	THAM SEE WAI SYLVIA Associate (Part-time) Trainer	Bachelor of Science Management	University of London	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Marketing and Engagement</li> </ul>
73.	WONG FANG SHYAN Associate (Part-time) Trainer	Bachelor of Business Administration	NUS	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Design Thinking for Operations (SF)</li> </ul>
74.	YANG YEN THAW Associate (Part-time) Trainer	Bachelor of Laws	Bangalore University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Fundamentals of the Personal Data Protection Act (PDPA)</li> </ul>
75.	YAP SIEW HONG JOHNNY Associate (Part-time) Trainer	Bachelor of Arts	Ottawa University	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Digital Marketing and Engagement</li> <li>▪ Content Marketing Strategy</li> <li>▪ Enhance Productivity Using Virtual Collaboration Tools</li> <li>▪ Emerging Technology Synthesis</li> <li>▪ Effective Time and Stress Management at the Workplace</li> <li>▪ Service Challenges L1: Respond to Service Challenges</li> <li>▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1)</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 1</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 2</li> <li>▪ Digital Customer Relations Ambassador – Capstone Project 3</li> <li>▪ Digital Customer Relations Ambassador – Summative Capstone Project</li> </ul>
76.	YEW BEE HOAY @ WENDY Associate (Part-time) Trainer	Bachelor of Commerce	Shanghai University Of Finance And Economics, China	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Perform Excel Functions</li> <li>▪ Perform Advanced Excel Functions</li> <li>▪ Data Analytics</li> <li>▪ Digital Marketing and Engagement</li> </ul>
77.	ZAITON BTE HASHIM Associate (Part-time) Trainer	Diploma in Business and Human Resource Management	Singapore Human Resources Institute	<b>SGUS Digital Customer Relations Ambassador</b> <ul style="list-style-type: none"> <li>▪ Service Challenges L1: Respond to Service Challenges</li> </ul>