

THE SMU CAREER GUIDE 2020





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Message for Undergraduates



Sim Cher Young

Director
Dato' Kho Hui Meng Career Centre

In an ever changing world of work, university education prepares you for a myriad of possibilities. Here at SMU, we provide opportunities to strengthen your character and values, helping you to build lasting qualities that will take you through challenges in your careers to come.

As we usher in the new year of 2020, the Dato' Kho Hui Meng Career Centre is committed to ensure that you are ready from your first day at SMU to your graduation, by offering guidance for securing your first internship to your first full-time job.

The SMU Career Guide 2020, which the centre publishes each year, is a resource for you to begin charting your career direction as our team strives to empower you with the relevant skill sets and attributes.

Do keep a lookout for announcements on our profiling tools, career fairs and career talks by employers across various industries. The Finishing Touch programme includes five online internship readiness modules, alongside an elective suite of enrichment workshops.

At SMU, each undergraduate is assigned to a Career Coach who is dedicated to your success. Make an appointment via OnTRAC II to meet your coach for a review of your resume and cover letter, as well as other important career advice and preparation. We conduct mock interviews and facilitate employability workshops, in addition to linking you up with select employers and industries which each Career Coach is in-charge of. Each summer, most SMU students embark on a quality internship opportunity through the centre's efforts, completing a mandatory graduation requirement.

To our freshmen, welcome to SMU. To the Class of 2020, best wishes for your career adventures.

Message for Postgraduates



Henry Yeo

Head
Postgraduate Career Services

Welcome to the 2020 edition of the SMU Career Guide. It provides good insights into current job prospects, possible career pathways as well as useful tips and strategies to improve your chances of landing your 'dream' job.

Postgraduate programmes are relatively short and intensive, and many students tend to defer the preparation of their careers (including job search) thinking they have more than enough time. Anecdotal experience does suggest that the time taken to secure a role may indeed be longer than you would expect. This is

especially true for students who are switching careers and/or those seeking jobs in a different country. If you also consider the fact that many firms source for talent as early as one year ahead of time, it becomes essential that you start planning and preparing for your career from the get-go.

We have a team of experienced careers professionals in Postgraduate Career Services that will work with you and improve your chances of landing a role that is aligned with your skills and aspiration. However, your drive and willingness to take the lead in the (job) search is a critical success factor.

Besides one-to-one career coaching, Postgraduate Career Services also run various career development workshops to help you brand yourself in the best possible way to the recruiters. These include workshops on resume writing, interview skills, networking skills, personal branding, digital profiling and assessment centres. We organise talks where experts would provide insights into their professions and we hold regular information sessions and networking events where you get to meet recruiters from myriad industries.

The team will support and facilitate your job search but we will need you to take the lead. Your awareness of the skills required as well as your proactive stance to address any skills gap would improve your odds of securing the role. We look forward to working closely with you and we will continue to support you up to three years after graduation. All the best and we wish you success in your chosen career path.

CAREER SERVICES AT SMU

The SMU Dato' Kho Hui Meng Career Centre (DKHMCC) has been serving the student community and partnering with leading business organisations for hiring success since SMU's inception in 2000. We are proud of our programmes and activities which ensure that our students progress seamlessly to the working world.

Our services

The centre is an ideal place where both corporate partners and students can exchange valuable ideas and first-hand experience in pursuit of a professional life with each other.

Career coaching

All students are assigned to a Career Coach upon matriculation to support them in their career planning through the four-year journey at SMU. Our Career Coaches come from diverse backgrounds with rich industry experience and maintain strong ties with corporate partners to stay informed of the industry and the hiring landscape.

Keeping a watch on industry developments and changes in the recruitment landscape helps Career Coaches provide insights into current industry trends and organisations' hiring practice during career coaching. Career Coaches are available to critique cover letters and resumes, facilitate job search strategies, and hone interview skills through one-to-one mock interview sessions. All information exchanged between a student and a Career Coach is confidential.

Career coaching is also provided by student-peer advisors enriched with valuable internship experience. Career Champions are trained and equipped with essential skills to work alongside DKHMCC as paraprofessionals to serve the undergraduate community.

Students can make individual appointments with their Career Coach or Champions via OnTRAC II.

OnTRAC II

OnTRAC II is SMU's one-stop portal for career services, where students register for events, view job postings, submit applications, monitor their progress, and accept job offers.

Students only need a single login account to update and view their LinkedIn profile from OnTRAC II. Students may integrate their LinkedIn profile to their resumes on OnTRAC II by using its Resume Builder function to import their LinkedIn details into their resume in an instant.

Through these sessions, graduating students will have the opportunity for direct interaction with representatives from members of the top echelon, middle management, and line managers.

Networking events

The career centre hosts several networking events annually, bringing prospective recruiters and graduating students together under one roof.

On average, about 120 companies participate in each networking event. Recruiters will gain direct exposure to graduating students who are pursuing



On-campus recruitment talks, industry talks, and company visits

DKHMCC organises recruitment/industry talks and company visits every year. These include on-campus recruitment and industry talks by recruitment teams from global and regional banks, multinational corporations, government ministries, agencies, statutory boards, and small and medium enterprises from a variety of industries and geographic regions.

either a single or double degree in Accountancy, Business Management, Economics, Information Systems, Law, or the Social Sciences.

Students should bring along fine-tuned copies of their resumes (to which they can also add a QR code using their OnTRAC II > Documents > Portfolio) to these networking events.



UNDERGRADUATE CAREER SERVICES

Finishing Touch programme and enrichment workshops

As students progress to their junior and senior years, elective workshops will be offered at the crucial job application stage in their final years. These optional workshops are topic-specific to help penultimate-year and graduating students gain experience and understanding of the selection process in job applications.

Additionally, DKHMCC holds a series of complementary enrichment workshops to equip students with the critical skills and competencies needed to gain an edge in areas of career development and employability.

The Finishing Touch programme is one of SMU's distinguishing factors and is well recognised by employers and students in preparing our graduates for a seamless transition to the working world.

For more information, please log in to: OASIS > Career Devt & Comm Svcs > The Finishing Touch.

Internships

All SMU students are required to complete an internship before they graduate, and DKHMCC oversees the

administrative work for this programme. Internships allow students to apply their classroom knowledge to a real-world setting, hone their soft skills and cooperative abilities, and build their credentials before starting their journey into the working world.

Students can find a plethora of internship opportunities by logging in to OnTRAC II.

Career profiling tools

All Career Coaches at DKHMCC are certified in career development facilitation and able to administer at least one personality or career profiling tool. These tools help students better understand their own personalities, career profiles, core business competencies, and motivating factors of career success.

Personality and career profiling tools include:

- Myers-Briggs Type Indicator (MBTI®)
- DiSC Personality System
- Strong Interest Inventory

Career resources library and "Suited for Success" wardrobe

DKHMCC maintains a specialised library which houses career preparation and management literature, including the series of Career Insider Guides from Vault College Publications.

The "Suited for Success" walk-in wardrobe is a business wear loan service, offered to students who are attending career events and workshops. Accessible to all students, the wardrobe is stocked with men's and women's suits, shoes, ties, and belts for students to borrow.



Career publications

DKHMCC produces a range of publications to cater to each phase of the students' time at SMU. One such publication is the Majors and Careers Pathway Guide available for download via OASIS. The guide serves to provide a career's perspective for students when deciding on majors.

As students go through their educational and career journeys at SMU, they can also share their success stories by submitting stories and photos to placement@smu.edu.sg.

Graduate Employment Survey

The Graduate Employment Survey is an important survey that SMU alumni are encouraged to take. The survey is conducted annually by autonomous universities to ascertain the employment outcomes of graduates.

The survey typically takes place about six months after senior-year students' final examinations.

The results of this survey are an important indicator of the performance of SMU graduates in the job market. More importantly, the survey results affirm the value of SMU as an educational institution and the worth of an SMU degree. The information provided will also inform policy-making at the national level for Institutes of Higher Learning.



POSTGRADUATE CAREER SERVICES

Postgraduate networking event

The annual postgraduate networking event features a large number of employers across different industries, offering various roles and opportunities for the postgraduates. This is the perfect platform for postgraduates to connect face-to-face with hiring managers and HR representatives from employer partners.

The Pathways series

The Pathways series is an initiative launched by the Postgraduate Career Services team where experienced finance industry practitioners meet up with and give SMU postgraduates insights into their respective job functions. These include technology and operations, wealth management, treasury, risk management, asset management, and corporate finance.

This series aims to enable students to make a more informed decision about their career pathways, thereby leading to a sustainable and rewarding career.

Anecdotal feedback on the series has been positive, with many students having gained a deeper understanding of the roles and attributes necessary to do well in their respective line of expertise.

The “In Conversation With” series

Launched by the Postgraduate Career Services team in June 2014, the “In Conversation With” series is a monthly lunchtime event held for postgraduates to interact with and learn from successful professionals at different stages of their careers.

Guests come from diverse industries, such as information technology, consulting, logistics, wealth management, finance, and fast-moving consumer goods.

MEET YOUR CAREER COACHES



The Undergraduate Career Services Team

Front row, from left to right: Rupert Chan, Catherine Tan, Margaret Koh, Neo Shi Ling, Prasanthi Guda, Sim Cher Young, Angela Hoo, Veronica Tan, Foo Siew Mong, and Wendy How

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Leadership qualities

Aptitude to articulate a vision and lead people toward achieving it

Resilience

Tenacity to thrive and perform under pressure

Drive to succeed

Enthusiasm to take on varied tasks with a desire to excel

Team player

Ability to communicate effectively and collaborate with others



Building People
Building Communities



CAREER RESILIENCE FOR MILLENNIALS

What is career resilience and do you have it? Why is career resilience important for a millennial entering the workforce? Here is a guide on how you can nurture and develop what it takes to be a resilient professional in an ever changing world of work.

What is career resilience?

You need both hard and soft skills to navigate the professional world, as well as strength and resilience to cope with unpredictable changes and switches to different career paths along the way. Maintaining a positive mindset, identifying how you can contribute to the industry and organisation, and being ever hungry to learn new things are all part of developing career resilience.

Why is career resilience important for millennials?

Although young professionals usually have new skills to offer to the market even in a changing economic environment, there is no guarantee that your career journey will always be smooth-sailing. Furthermore, transiting from school to the industry involves a big leap, calling for adaptability and self-awareness.

Do you have career resilience?

Check yourself! How many of these boxes do you tick?

- ☐ I am not afraid of failure and I see it as a learning opportunity.
- ☐ I embrace challenges and keep a positive attitude when faced with one.
- ☐ I am resourceful.
- ☐ I am inquisitive about how things work and enjoy learning about new perspectives.
- ☐ I am flexible with changes and adapt accordingly.
- ☐ I have good relationships with contacts in my industry.

Cultivating career resilience

1. Be Adaptable

Keeping up with change, be it macro-economic shifts or new events and manpower movements in your workplace, is key for any professional who wishes to remain flexible and positive. Change can be unsettling, but knowing that change is the only constant helps you to adjust your expectations whenever new situations arise, reminding yourself to stay afloat and fit in.

2. Build Relationships

Maintaining a good network helps you to get industry insights and support from those who appreciate your work, personality and ethics. While trends can move and shake the industry, having valuable professional relationships often means that someone can lend you a hand in a time of need.

3. Commit to Personal Growth

Take charge of your own development by looking out for new courses to take, and be thirsty for new knowledge to gain. Other than asking your employer to offer you training, spend your after-work hours wisely to keep abreast with industry news and developments.



4. Embrace Change and Seize Opportunities

Changes which crop up in the professional realm are often unpredictable, as with other changes in life. Do you view changes as crises or opportunities to be tapped on? Remember that change is where opportunity lives and new possibilities are there for you to grab hold of or to create.

5. Maintain a Positive Outlook

In the face of failure, your ability to bounce back is crucial. In good times, set and crush your goals. Count your blessings and make sure your workload is manageable. Ask for help when you need it and remember to take care of yourself. When things go awry, take it one step at a time and stick to your guiding principles.

6. Have a Sense of Purpose

Working for a company whose mission aligns with your personal sense of purpose can be empowering. While the correlation between the working world and your personal goals might not be obvious at times, understand the value which you are delivering to others through your daily work. Your career is a form of service and knowing the impact which you are making leads to higher levels of job satisfaction.

7. Reflect Often

Taking a step back from your emotions and impulse to pause and reflect helps you to rejuvenate and make wiser choices. Reflexivity is a mark of mental agility, processing your stress, and encouraging you to flex your brain muscles to think about what matters in your career output. Maintain an internal rhythm to reflect often so that you keep things in perspective constantly, in the face of changes and even when things are status quo.

8. Develop a Sense of Foresight

It is impossible to rely on just one plan for the unforeseeable future. Cultivating a sense of vision and foresight to scan for future prospects, and forming a positive outlook are all part of how you can prepare yourself for the road ahead.

Chart your own path and maintain your own plan to adapt and succeed. You should understand emerging trends and be on the lookout for new knowledge to gain. Identify your advantages and risks in each possible scenario. If you have an idea of what could possibly happen, you can develop responses and action plans more swiftly.

THOUGHT LEADERSHIP: DEVELOPING CAREER RESILIENCE



Adrian Tan Theng Wai
Chief Risk Officer
Asia Pacific Exchange



“Ideally, I believe that one should aim to build a career around something that they enjoy and have passion in, and this passion will fuel the desire to keep learning and upgrading their knowledge and skill sets throughout their career.”

Future challenges

No matter which industry you choose to build your career in, I believe the biggest threat to be faced is the risk of being disrupted. With advancements in technology such as artificial intelligence and machine learning, many of the jobs that we know now may not even exist 10 years – or even as short as five years – down the road.

In the banking industry, outsourcing is a common occurrence where banks continuously try to find ways to cut costs and boost profits, such as to move entire functions out of Singapore to lower cost countries to reduce employment expenses. In addition, artificial intelligence and automation have also changed, and may progressively make obsolete many of the roles that currently exist across the bank.

In short, I believe that roles that do not require skills or strengths that cannot be replicated by machines will be in danger of being made redundant.

Value-adding to remain relevant

To mitigate my personal career disruption risks, I continuously enhance my skill sets and personal strengths in various ways. While employed as a Market Risk Manager at United Overseas Bank (UOB), I upgraded my knowledge base through a part-time Master of Science in Applied Finance at SMU. I also took on internal opportunities that allowed me to gain exposure to other risk types such as liquidity, credit and operational risks, as well as other business areas such as trading, asset management and retail and wholesale banking.

After almost a decade at UOB, I left the bank to join the Industrial and Commercial Bank of China, to head the risk management team there. This took me directly out of my comfort zone, where in addition to adapting to the differences in corporate culture and language mode of communication, I had to build on my skill sets and personal strengths to manage the risks of the bank competently. I also regularly attend industry conferences and seminars to update myself on the latest developments.

I am hopeful that my wide ranging skill sets and personal strengths such as resilience and adaptability will keep me relevant and future-proof my career.

Advice to graduates

Ideally, I believe that one should aim to build a career around something that they enjoy and have passion in, and this passion will fuel the desire to keep learning and upgrading their knowledge and skill sets throughout their career. At the same time, one should also find opportunities to develop their personal strengths, especially in the areas of resiliency and adaptability.

While it is not possible to predict the future and see with great clarity which jobs will boom and which will become redundant, the more expert knowledge a person has, the less likely he will find himself in a position of being useless. The additional qualities of resiliency and adaptability will also provide the person with the tenacity to reskill and upskill in the event that disruption really occurs.



Beatrice Chen
Board Director, Community
Partnership Committee
AWWA Ltd



“Change is the new norm, and adaptability and a constant desire to learn will ensure that you keep pace with changing trends and remain relevant.”

Future challenges

Uncertainties in the global economy and evolving technology have significant implications on job redesign and could even result in redundancies. One of the comments I frequently hear is, “This was not the job I signed up for.” It is indeed inevitable that many graduates will end up taking on additional roles that may even be outside their area of expertise and comfort zone.

Value-adding to remain relevant

I was starting my career in broadcasting when tasked to assume the additional role of promoting Malay and Indian programmes even though I did not speak both languages. I felt overwhelmed, being new to both the industry and role, but I was passionate about broadcasting and resolved to at least give it a shot.

I first tried to understand the new programming genres by spending time viewing the programmes and

speaking to colleagues who were generous with their time and help when they saw I was committed to promoting their programmes. In that time, I was given a few weeks to organise merchandise sales at a wedding roadshow which included a “live” cooking demonstration in Malay to promote a cooking programme. It was an incredibly challenging time as I made many mistakes. Thankfully, I had mentors who provided sound advice and encouragement, and these setbacks were instrumental in shaping the way I work and deal with people.

Years later, I was at a United States-based executive search company when the country head asked me to be the IT point person to help the head office roll-out software updates and perform simple troubleshooting despite my lack of relevant experience and training. I viewed the job expansion as an opportunity to upskill and took on the challenge.

The new role was not without challenges but again, fostering a good relationship with colleagues and managing expectations were instrumental in helping me fulfil the role.

Advice to graduates

I would advise fresh graduates to keep an open mind as the path to success may meander – and sometimes taking the scenic route may yield surprising results. Have the courage to embrace change and not be afraid of making mistakes as these prove to be valuable life lessons. Be a clear and open communicator. Change is the new norm, and adaptability and a constant desire to learn will ensure that you keep pace with changing trends and remain relevant.



Cornelius Chang
Head of People and
Organisational Development
Grab

“Stay relevant by being relevant.”

Future challenges

In the context of having experienced a nearly unmatched period of economic growth, being bombarded regularly with images of wonderful lives and stories about incredible success – and yet graduating at a time of increasing uncertainty and turmoil across political, social and economic domains, I see two near-term intertwined challenges that graduates today are perhaps not sufficiently prepared for.

First is the challenge of disappointment, where the reality of a job for most graduates will be hard-hitting, and that nearly every job entails trade-offs. Second is the challenge of pace. With increasing connectivity and the possibility of being “on” at work all the time, there is less and less time to disconnect and recharge.

With that comes the challenge of knowing yourself – from understanding what enables you to perform at your best, to when you are approaching burnout or what is needed to re-energise – and pacing yourself, bearing in mind that you are building a career rather than just excelling at a job.

As you embark on and continue in the course of your professional careers, the ongoing challenge will be learning about your strengths and passions, and balancing between pursuit of that alongside continued learning and personal growth. The question to yourself over time will be how you could stay humble and hungry to learn even as you become successful.

Value-adding to remain relevant

Although I am only part-way through my own career, here are a few ideas that I have found helpful, to share in staying relevant throughout a career. As a starting point, staying relevant requires being willing to adapt, and to challenge yourself; daring to take on new opportunities that stretch you, and even embarking on what might seem like “detours” in the career you might have had in your mind, making decisions based on how that would help you grow.

Beyond that, think about how you regularly solicit and get feedback. Specifically, there are two dimensions to this; firstly, making sure you receive feedback on your strengths, finding ways to build and expand on your

strengths, and working on your areas of growth, especially in ways that complement your existing strengths. Secondly, think about the composition of, and how you will build, your personal “board of directors,” who will give you honest feedback and challenge you to grow.

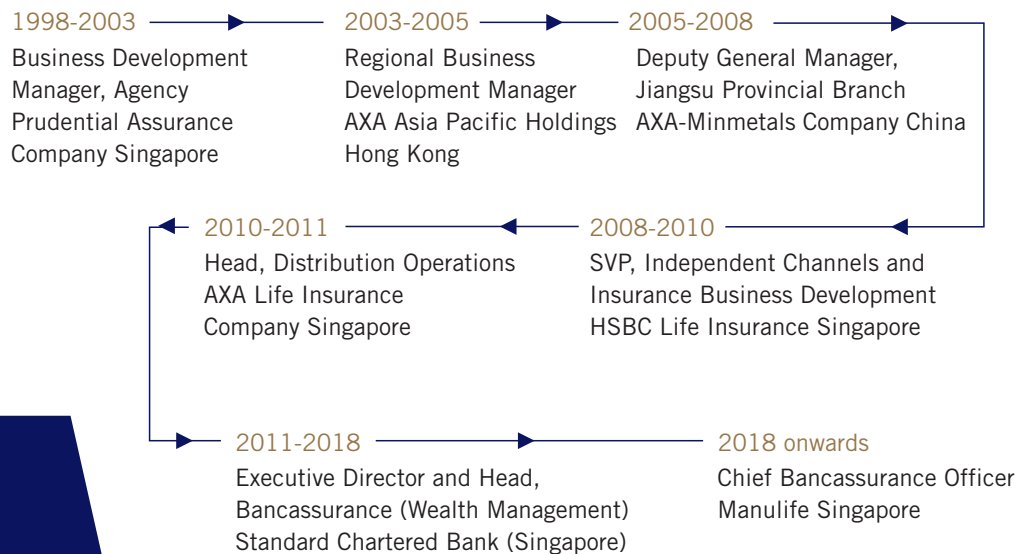
Advice to graduates

Stay relevant by being relevant. Constantly ask yourself what value you are bringing in whatever role you have, what problem you are solving, or what opportunity you are creating for the organisation.

Know what is happening at the macro-level and explore what could happen in the future. In that context, think about the challenges or opportunities that either or will exist, and then consider the skills and experiences you already bring, identifying and investing in what you need to build ahead of time.



Leslie Wee
Chief Bancassurance Officer
Manulife Singapore



Future challenges

The world we live in now is so vastly different from when I first started my career. On top of some universal challenges all graduates face, this changed world has a different set of challenges and opportunities.

Keep in mind that the world today is much more global and interconnected than it was two decades ago. There is the reality of global competition vying for the same role, that just having a degree now may not be comparable to having a degree in the past, and living in a much more digitised world.

Value-adding to remain relevant

Learn the importance of value-adding to the organisation, to both internal and external customers, and, most importantly, being able to adapt to change. For instance, although the roles I took on in strategy, governance, operations and management seem diverse and unrelated to what I was doing earlier in my career, they were in fact all complementary with one commonality; the ability to link back to my strengths and understanding in distribution.

“Change is the new norm, and adaptability and a constant desire to learn will ensure that you keep pace with changing trends and remain relevant.”

Have the mind-set that opportunities exist in times of change – you just need to keep an eye out for them. It is alright to stay in an organisation over the long term, but try out different roles when you have the chance to gain a bit of both breadth and depth.

Finally, do not downplay the importance of bosses and mentors. I am very grateful to mine for they are one of the key reasons I am where I am now.

Advice to graduates

Enjoy the present. If you are a fresh graduate, maximise the fact that you have another 40 years of working life to go, so be bold and take risks. Follow your dreams, even if you may not know where you are headed now! There is no one right path for everyone.

As you take in life experiences and establish your own view, start to chart your path towards your end destination,

while keeping in mind that there will be times you may have to sacrifice to open new doors.

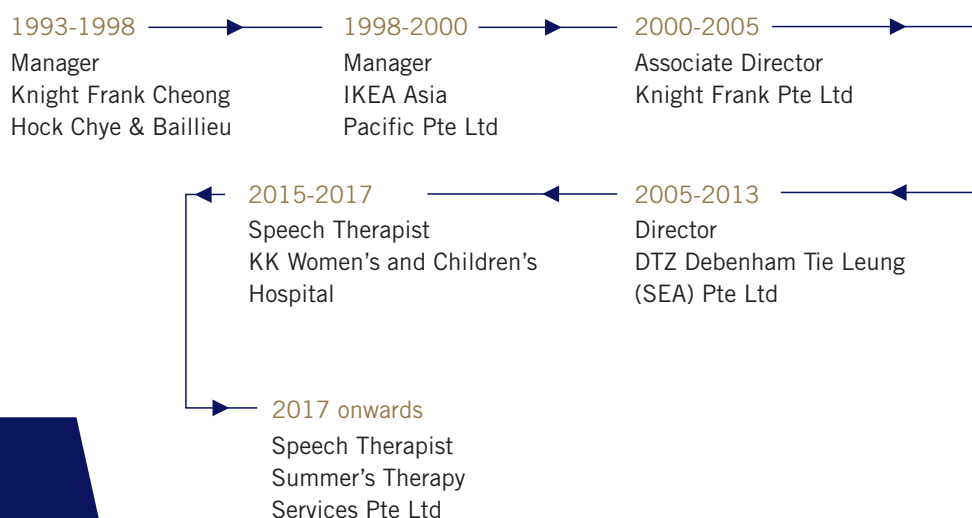
Your attitude at work is important, as is the ability to collaborate with others, the willingness to learn and maximise change, establishing your network and mentors, humility and respect, having your core values, exploring different roles and staying long enough to garner both breadth and depth, being sincere to others, and remaining true to yourself.

The journey is just as important as the destination, and we can expect that there will be many destinations after the first, and not all of them will be what we expect. So it is important that we manage our own expectations, face the future with enthusiasm and positivity, look forward to the adventure and maybe walk the road less travelled.



Magdeline Goh
Speech Therapist

Summer's Therapy Services Pte Ltd



Future challenges

One constant challenge that I have had to face throughout my work journey is that of change. Change can come from both external and internal factors. An example of an external change can be that of a change in job demands due to change in management, industry trends and company needs, to name a few. Internal change, however, is more personal, stemming from a realisation of a job mismatch or that the job entails aspects that you had not anticipated.

Thus, be prepared for change. Knowing how to manage and adapt to changes in your career journey is vital to making it a sustainable and enjoyable one.

Value-adding to remain relevant

In light of managing this constant called “change,” I have used two strategies to help me stay nimble and adaptable. The first one is to write a personal mission statement for each new job. This mission statement acts as a compass for me to stay focused and on track. For instance, this is my current mission statement – Be a therapist that brings love, joy and hope to each house I enter, each session that I conduct.

“Deliberately find time to recalibrate.”

There will be times when you will be faced with challenging or tough decision-making situations. Referring to your mission statement can help you ask relevant questions and steer back on track.

My second strategy is to find a balance between happiness and meaning. I once read that “happiness is the personal enjoyment you get out of the process. Meaning is the value you peg to the outcome”. Any job high on one end and low on the other is unlikely to be sustainable. Thus, deliberately find time to recalibrate. Ask yourself things like: “Where am I at on the scale?” Check the compass. It is not fun to be lost, but we can make that occurrence less stressful with “tools” to help us navigate and stay on track.

Advice to graduates

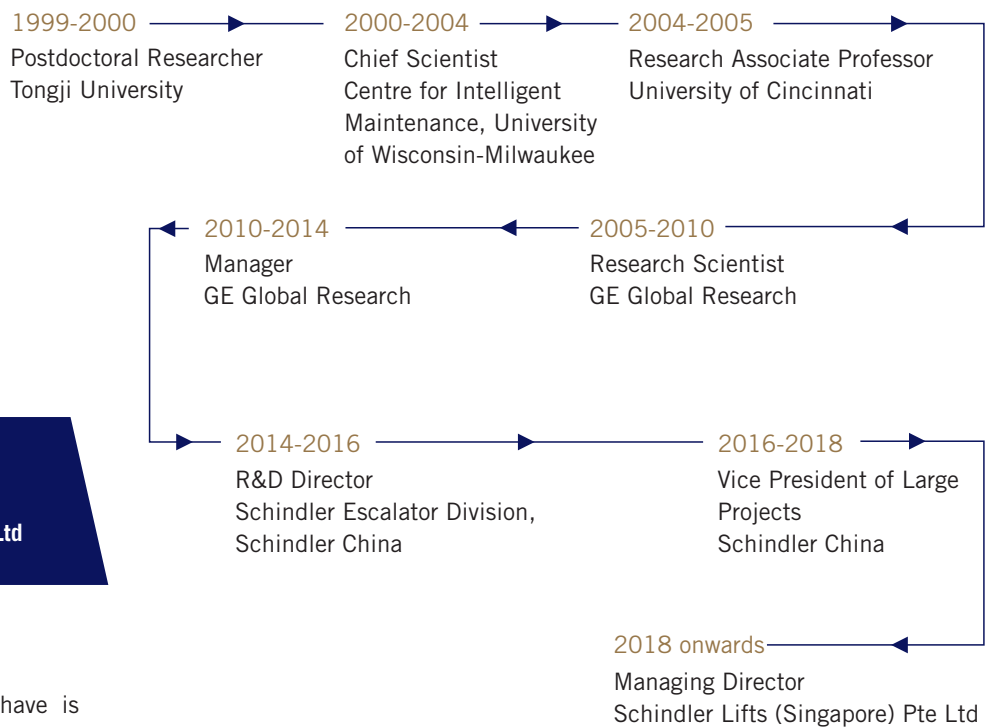
There is no running away from continuous learning to stay updated and hard work to showcase the head knowledge that you possess into effective and productive action. However, these alone will not set you apart.

Think about those times when you had a good shopping experience. Identical price and product aside, what was the element that made the difference? It is usually the human factor. How you felt stuck with you. It is the same thing in your career.

How you make others feel from their encounters with you will stick with them. Make a habit of valuing any relationship that you encounter along your career journey. Make cultivating positive relationships your priority. That will distinguish you from the scores of others with the same qualification. Be remembered for the right reasons.



Qiu Hai
Managing Director
Schindler Lifts (Singapore) Pte Ltd



Future challenges

One important belief that I have is understanding the transition from a student to a professional, and realising the difference between the two. As students, we study hard and try to get good grades for examinations that validate our learning results with singular answers.

However, in the working world, not every question raised by your manager or customer has a correct answer. Furthermore, the purpose of their questions are not to test your capability but to solve problems efficiently with accessible resources.

Value-adding to remain relevant

School not only imparts textbook knowledge, but also the entire problem-solving process from analysing the problem, collecting background information, organising and planning a step-by-step process, and conducting experiments to reporting the results. Proficiency in every aspect of the problem-solving process allows you to become a successful learner. Additionally, we cultivate teamwork in group studies and projects.

Beyond school, teamwork remains as important as before, if not more. Your colleagues are resources, mentors, collaborators and customers, and you should always remember to be

a candid team player and contribute effectively.

Finally, pay attention to the development of essential soft skills. We can develop hard skills in school as they can be defined and evaluated, but soft skills are much harder to define. You will not realise their absence if you do not develop your awareness. Essential soft skills include communication, listening and empathy. In the long term, these are more essential in management than hard skills.

Advice to graduates

First of all, build up and expand your professional network; your network within and outside the organisation will help you increase your exposure and visibility, thus providing you with more opportunities for career advancement. There are many different ways to expand your network, but remember to always be active and passionate.

Secondly, remember that our society is highly dynamic with a

relentless pursuit for knowledge, so never stop learning. We need to constantly sharpen our edges and adapt to different circumstances, from professional knowledge to managerial and leadership skills.

Look to your career growth next. We need to stay ambitious and hungry, so build a solid foundation through high performance. As a solid foundation is always a prerequisite for any next move, stay focused on your current role and ensure solid delivery before thinking ahead. Ensure every step or every line in your resume consists of a solid achievement that can be built upon.

Last but definitely not least, stay positive and passionate. Attitude makes a big difference in your professional life. There will be ups and downs in your career, but your peers will be positively influenced by a good attitude and your manager will be happy to give you more opportunities if you can embrace them openly.

“We need to constantly sharpen our edges and adapt to different circumstances, from professional knowledge to managerial and leadership skills.”



Shawn Lim Ming
Head, Talent Network
Infineon Technologies Asia Pacific



Future challenges

The fear of change and being reluctant to seize opportunities may limit your growth potential. Personally, I started as a quality engineer in the manufacturing industry, before transiting to the public service and multinational corporations.

The price of my career progression resulted in late work nights, frequent work trips, limited quality time with family, and the huge responsibility of shouldering face-to-face engagement with international customers and stakeholders. Faced with the decision between keeping my then-hectic work schedule and a more humane routine, I made a difficult call at one time to leave a job with a substantial salary cut to take on a relatively unrelated portfolio in a different industry.

Never did I anticipate that believing in my potential would start a never-ending path of development, relegation and promotion. Nothing experienced and learnt is wasted. Every change is an opportunity for growth.

“I always remind myself to do my best in everything that has been entrusted to me, even if that meant frequent late work nights and some sacrifice on my part to learn and re-learn.”

Value-adding to remain relevant

Keep learning and always do everything with a spirit of excellence. My change in multiple portfolios from quality management to organisational excellence, HR business partnering, learning and development, and now talent network, has given me the opportunity to continuously re-invent myself.

Although many of these portfolios were unrelated, I tapped on my strengths in process thinking and structured systems to plan and execute projects the best I could. Daily acquisition of new skills is a must alongside constantly speaking to people and reading literature on new topics. I always remind myself to do

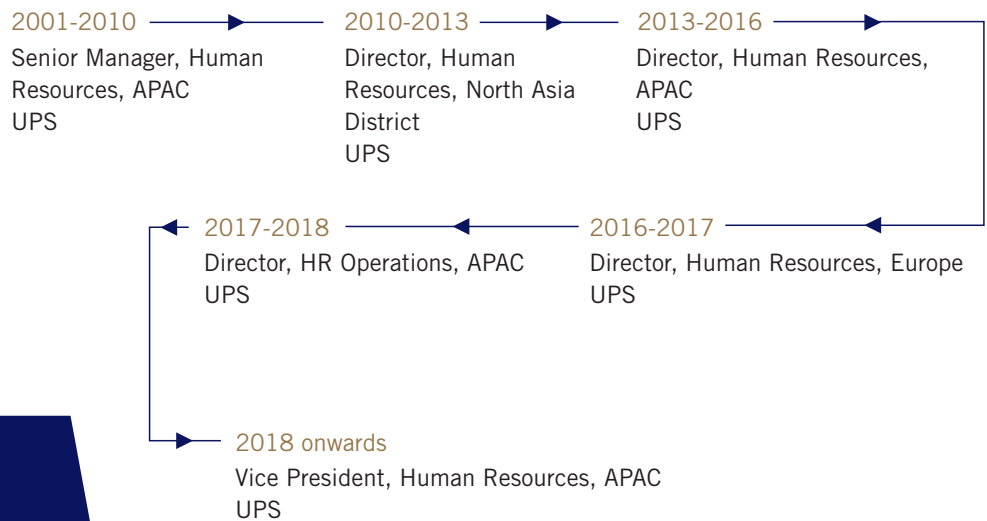
my best in everything that has been entrusted to me, even if that meant frequent late work nights and some sacrifice on my part to learn and re-learn.

Advice to graduates

Studying psychology has allowed me to understand that behaviours and motivations are driven by one's internal beliefs. Being equipped with an internal compass helps you remain resilient through changes and challenges. Be willing to change and seize opportunities.



Tanie Eio
Vice President of Human
Resources, APAC
UPS



Future challenges

I think it is really important to get to know and understand the people you work with and for. There will always be people you get along with easily and those who require extra effort, but learning how to build professional relationships will help when dealing with daily situations.

When working as a team, collaboration, trust, respect and openness to feedback will make your working life a lot easier to manage, but it is also good to hone your influencing and communication skills, as these are things we do not learn in school but face daily once we enter the workplace.

You will experience moments out of your comfort zone, whether in an unfamiliar situation or unfamiliar surroundings. It is important for our personal development that we do this with a positive mentality.

Value-adding to remain relevant

I think the biggest roadblock to progress comes from within, and that is if we lose the willingness to learn or keep an open mind. If we are open to feedback, both positive and constructive, we can learn from our experiences and our approach to

“There is a misconception that not knowing something is a sign of weakness or ignorance, but having the courage to admit you do not know, as well as the drive and proactive approach to find the answer, is actually a sign of great strength and integrity.”

each situation will progress from there. Then we will be in a better position to overcome any obstacles that come our way.

I try to take my own advice and keep learning, and to do this, it is important to be both confident and self-aware enough to admit you do not know everything. There is a misconception that not knowing something is a sign of weakness or ignorance, but having the courage to admit you do not know, as well as the drive and proactive approach to find the answer, is actually a sign of great strength and integrity. Besides, you might be surprised how much more you learn by listening to other opinions and ideas.

Agility is also needed to stay relevant in today's world. Be comfortable with the uncomfortable, be prepared to try something different and take on new challenges.

Advice to graduates

Besides honesty, integrity, respect, positivity and open-mindedness, you need to know what you want from your career; to be clear in your own mind where you are going. Nobody knows you better than you know yourself, so never lose your focus no matter how frustrated or busy you get.

Learn from your experience, try not to make the same mistake twice, do not be afraid to try new things, and check in with yourself every now and again to make sure you are still pointing in the right direction. Build relationships based on sincerity, trust and respect so your colleagues know they can rely on you, and you know who you can go to if you need support.



2006-2009

Associate, Banking
Supervision Department
Monetary Authority of
Singapore

2009-2013

Deputy Head, Domestic
Markets Management
Division
Monetary Authority of
Singapore

2013-2015

Assistant Vice President,
Mount Elizabeth Hospital
Parkway Pantai Ltd

2017 onwards

Vice President, Fresenius Kidney
Care Asia Pacific
Fresenius Medical Care

2015-2017

CEO
Primary Care Network,
Greater China
Parkway Pantai Ltd

Warren Mah

Vice President, Fresenius Kidney
Care Asia Pacific
Fresenius Medical Care

“Recognise that there are many ways of doing things, and that the best way may not be the one you are most familiar with.”

Future challenges

The biggest challenge I faced moving along in my career was the luxury and limitation that I had having only ever worked in Singapore. It was a safe, predictable, law abiding environment which, to be honest, ill-prepared me for work anywhere else.

The VUCA world is a better reflection of the reality that graduates will face. Use Colin Powell’s rule of 40-70. Every time you face a tough decision, aspire to no less than 40 per cent and no more than 70 per cent of information you need to make the decision. With less than 40 per cent, you are shooting from the hip and you are likely to make mistakes. With more than 70 per cent, the opportunity has passed and someone else has beaten you to the punch.

Value-adding to remain relevant

With degrees in Economics and Political Science, starting in the Monetary Authority of Singapore made sense, though it also helped that they had kindly given me a scholarship to get those degrees!

What perhaps made less sense was a switch to hospital management seven years later, and then to a role in a dialysis provider thereafter. Each career switch was serendipitous – the company was willing to take a chance on me, and I was willing to work hard at giving it a go.

I was fortunate enough to have good and bad bosses in my career. Seize every opportunity to stick close to the good leaders and observe the ‘why’ as well as the ‘how’ of what they do. Also

accept that you will encounter bad leaders from whom you should take away lessons for your own career.

Advice to graduates

Embrace life in the challenge zone – the space between comfort and fear. Getting too comfortable, or living in a state of constant anxiety is both dangerous in its own way. Push yourself to find that middle ground.

Accept internships in fields that interest you, but where you do not necessarily have experience. Grab job opportunities in foreign countries, particularly within this region. Recognise that there are many ways of doing things, and that the best way may not be the one you are most familiar with.

SECTORS ON THE RISE

Discover the different career sectors available in the job market and explore the various opportunities out there.

Accountancy and Financial Management



Accountancy and financial management qualifications open doors to career opportunities in a range of organisations, from the “Big Four” to smaller accountancy firms, as well as in corporations and the public sector.

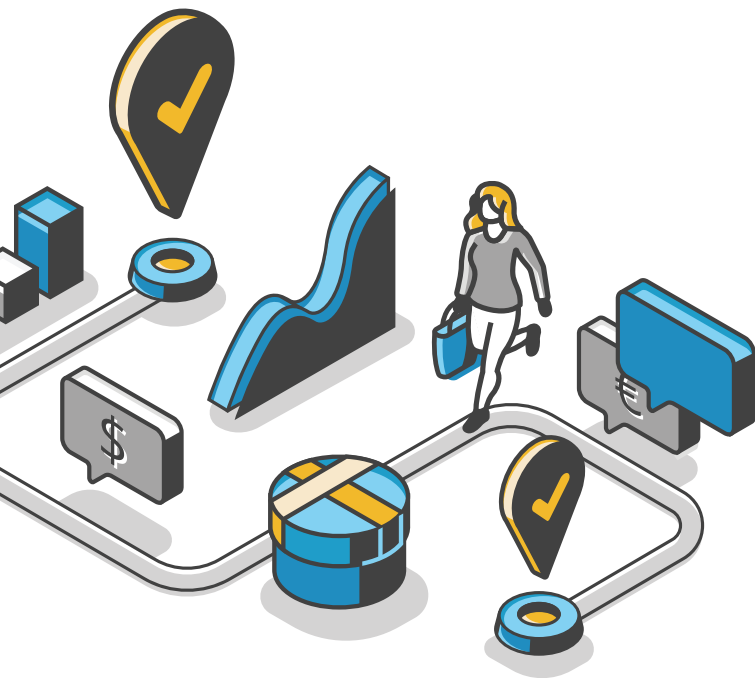
In recent years, businesses have embraced cloud accounting software and applications to increase efficiency for accounting and financial management. Accounting professionals are encouraged to upskill constantly to pick up data analysis and be well-versed in digital accounting.

Accounting firms offer a diversity of services, such as consulting, assurance, risk assessment, corporate recovery, tax, and forensic accounting, aside from the customary accounting and auditing services.

Employers are constantly on the lookout for candidates with good analytical skills, attention to detail, and an ability to convey financial data clearly. Graduate accountants often join firms as trainees and will be required to take professional qualifications to enhance themselves. It is mandatory to go through the Singapore Qualification Programme (Singapore QP) in order to practise as a chartered accountant here.

Potential job options:

- Assurance management
- Auditing
- Financial consulting
- Risk assessment
- Tax consulting





Analytics

Data analytics, the sector dealing with the collection and analysis of huge amounts of data, is very much an engine of growth for the future economy. As Singapore continues to prioritise digital transformation in its Smart Nation initiative, delivering high-value information technology services is of top-notch importance.

Data analytics is significant for rising industry trends such as e-commerce, artificial intelligence and the Internet of Things. The Infocomm Media 2025 masterplan, the government's road map for the information communications and technology (ICT) sector for the next decade, considers big data as a key strategic thrust of growth.

The demand for data analytics roles is ever growing. Data analytics is widely used commercially, as well as in public policy and non-profit organisations, for safeguarding cybersecurity, tracking user behaviour to maximise earnings, or using data to further social causes.

The work in data analytics is mainly of inference, experiments and visualisation to achieve goals for stakeholders, with data that has already been mined. Career pathways in data analytics can be grouped according to management and specialisation, depending on the skill sets which individuals possess.

Potential job options:

- Business analysis
- Cybersecurity
- Data architecture
- Data analysis
- Data and analytics management
- Data science
- Data engineering
- Product management
- Statistics
- User experience



Banking and Finance

Some possible areas of work in banking and finance include asset management, hedge funds, private banking and equity, risk management, venture capital, and corporate restructuring.

While the banking and finance sector may be a volatile one affected by fluctuations in the economy, it continues to be a popular career choice in the financial hub of Singapore, causing stiff competition for graduate hires.

A good way to increase your value as a jobseeker is by seeking out internships during your university days to gain relevant work experience. It is also a good idea to actively participate in co-curricular activities and to join the relevant societies to develop the necessary skills required in the sector. For instance, employers value candidates with problem-solving ability and excellent communication, organisational and teamwork skills.

You should also read financial business news regularly to update yourself on any changes in the sector. While numerical and business degrees are preferred by employers, they are not a necessary requirement.

Potential job options:

- Business/Commercial banking
- Consumer/Personal banking
- Corporate finance
- Foreign exchange trading
- Investment banking
- Operations and technology
- Private banking
- Private equity
- Risk management
- Treasury
- Wealth management



Education

Teaching is a noble profession given its long hours and multi-faceted demands, entailing the heavy responsibility of nurturing the future generation. A career in education is highly rewarding for the satisfaction of helping others to achieve their aspirations.

Major employers include the Ministry of Education, public and private institutions, and tuition centres. Besides becoming a teacher, you may also consider roles such as a career counsellor, an educational psychologist, or corporate and administrative roles in the ministry.

Upon graduating with at least a bachelor's degree, aspiring teachers will need to obtain a postgraduate diploma in education at the National Institute of Education. Graduates from all disciplines are welcome to apply.

Good organisational, time management, interpersonal, and effective communication skills are crucial for this sector.

Potential job options:

- Administration
- Curriculum and content management
- Coaching and counselling
- Teaching

Healthcare



Other than for medical careers, non-medical graduates can join the healthcare industry as well. While most medical careers will require specialist knowledge and training, applicants from other degree backgrounds can also explore a number of career options such as healthcare operations/management, medical and pharmaceutical sales/marketing, medical product management, and healthcare informatics.

Long hours and heavy workloads are commonplace in the healthcare sector. However, those working in administrative or research roles typically have regular and stable hours. A passion for serving and helping those in need is imperative, as well as being meticulous and patient, especially if you are in a services role in the healthcare sector.

Graduates keen on a career in this sector can consider applying to public/private healthcare providers, biomedical firms, research consortia, or local healthcare start-ups that focus on specialised products (e.g. hospital management software, medical robotics).

Potential job options:

- Healthcare regulations
- Manufacturing and supply
- Quality management
- Research and development
- Sales and marketing

Hospitality and Tourism



Home to two integrated resorts – Marina Bay Sands and Resorts World Sentosa – as well as world-renowned attractions such as the Singapore Flyer and the Singapore Zoo, the hospitality and tourism industry in Singapore has experienced steady growth, even in the midst of economic downturns.

Career opportunities are ample in the hospitality and tourism sector, ranging from hotel management, catering, leisure, and events management. Support roles for this growing sector such as IT, marketing, and HR, need to be filled as well.

Work in this industry can be trying, demanding a lot of patience, energy, diplomacy, and EQ control. You should also expect work hours to go beyond the usual 9 to 5 during seasonal peak periods.

Traits that hospitality and tourism employers look out for in their candidates include excellent communication and interpersonal skills as many roles are client-facing in nature.

Also, most graduate employees start out from the bottom or through graduate programmes, obtaining training and professional qualifications on the job.

Potential job options:

- Food and beverage
- Hotels and resorts
- Leisure and recreation management
- Meetings, incentives, conferences, and events (MICE)
- Spa and wellness management
- Tourism and attraction

Innovation and Technology



Singapore, home to some of the best IT infrastructure in the world, also acts as an IT hub in the Asia-Pacific region. Given the pervasiveness of technology today, the expertise of IT professionals is not needed only in the tech sector, but in the non-IT industries as well (e.g. finance, health, media, and legal services).

Among some of the more popular roles that graduate candidates can consider include technology consulting, systems analysis, network engineering, software testing, and technical sales.

While numerate and IT-related degrees are preferred by employers in this sector, they are not mandatory – graduates seeking to enter this industry can take up technical modules in school or go for professional technical qualifications part-time as they work.

A common way in is through graduate programmes, especially if you are applying to major organisations, although many smaller employers prefer to hire directly. Employers greatly appreciate candidates with good problem-solving and time management abilities in helping them meet project deadlines, as well as good interpersonal and communication skills due to the team-based nature of this sector.

Potential job options:

- Application development
- Cloud innovation
- Data analytics
- E-commerce
- Information security
- Infrastructure
- Project management
- Systems administration



Legal

Upon obtaining your law degree, you will have to first undergo a six-month training period after passing the bar examination to practise as a lawyer. Joining a bigger law firm entails more structured graduate training and eventual specialisation whereas working in a small law practice has its perks such as exposure to business development.

Alternatively, law graduates can also consider roles such as an in-house legal advisor for commercial organisations. It is also important to remember that employers in the legal sector are also in need of support staff for departments such as finance, HR, and IT.

As a graduate lawyer, you will be faced with long and intensive hours at work, but job flexibility may increase with career progression.

Working as legal advisors to commercial organisations, on the other hand, typically affords you a less hectic schedule. An SMU law degree with a minimum GPA of 3 is required to find work in local law firms, and employers also look out for candidates with attention to detail and excellent problem-solving abilities.

Potential job options:

- Arbitration and dispute resolution
- Civil litigation
- Conveyancing
- Corporate and commercial
- Criminal
- Intellectual property



Manufacturing, Logistics and Supply Chain

Manufacturing, logistics and supply chain is an essential part of many industries, especially in the fast-moving consumer goods and retail sectors. Manufacturing involves value to raw materials by turning them into products, where engineering graduates would be responsible for the safe and efficient planning, management and maintenance of production methods and processes.

Logistics and supply chain, on the other hand, includes tasks ranging from finding raw materials to delivering the finished product, logistics, transport, and supply chain professionals work to help make the process more organised and effective, and to ensure that there are no major disruptions.

The logistics and supply chain area of work typically welcomes applicants from all disciplines, and major organisations may even provide management training schemes to prepare their graduate employees for the job. These often include a series of job rotations to better appreciate the processes that affect an organisation.

However, those who are interested in manufacturing may need a relevant engineering degree and technical skills required for the role.

Potential job options:

- Operations manager
- Assembly engineer
- Customs management
- E-commerce
- Freight/Global forwarding
- Logistics
- Supply chain management and service
- Supply optimisation
- Transport management
- Warehousing



Media and Communications (Advertising and PR)

The media sector is vibrant and dynamic, encompassing areas of work in media and marketing (e.g. advertising, copywriting, digital/web marketing, media purchasing, social media management, journalism), as well as communications and events (e.g. public relations, events management).

However, despite the breadth of the industry, vacancies can be limited, and getting into these roles can be a very competitive process. While large organisations do run graduate schemes, most graduate applicants will likely have to apply directly for entry level jobs.

Having a solid portfolio can greatly increase your chances of a successful application. Networking is immensely important and may help you find a way into the industry. For this reason, it is a good idea to start working in temporary roles or taking up internships early on in your career in order to build your connections and portfolio.

While employers in this field may prioritise creativity over other traits, they are also on the lookout for applicants who demonstrate strong analytical skills, tenacity, resourcefulness, and good data management skills.

Potential job options:

- Advertising
- Copywriting
- Digital/Web marketing
- Events management
- Film/Stage production
- Graphic design
- Journalism
- Media purchasing
- Public relations
- Social media management

NGOs and Non-profits



Graduates keen on helping the community can find their calling in non-governmental and non-profit organisations. With around 140 international not-for-profit organisations having set up base in Singapore, catering to a variety of social, humanitarian, and environmental issues, there are plenty of options for graduate employees.

Depending on the area of expertise and the role that you apply for, there may be a need for specialist knowledge, skill sets and certification.

Whatever your role is, employers in this sector look for a few definite traits: passion and commitment to the cause. While salaried positions in this sector tend to be on the lower scale compared to the corporate sector, employees working with NGOs and non-profits derive their motivation from the satisfaction gained from serving and helping people.

Potential job options:

- Community relations
- Environment
- Services (children, youth, family, elderly, special needs, healthcare)
- Social work
- Volunteer development

Public Sector



The public sector is Singapore's largest employer, consisting of different ministries, statutory boards, and a variety of organisations such as the Public Service Division, the Singapore Armed Forces, and the Home Team. Engaged in public service, employees in this sector often find their roles to be a satisfying and fulfilling one.

Depending on the role and ministry that you are hired into, your job scope and the skill sets required may vary. In general, though, all public sector employees must possess a passion to serve the community, good teamwork and communication skills, as well as the maturity in drawing up and executing national policies.

As a public sector employee, you will benefit from frequent training for upskilling and job security, and may be offered flexible working hours should the need arise. However, do be prepared for longer working hours during peak periods, such as before project deadlines and launches of new initiatives.

Many graduate employees enter the public sector through graduate programmes organised by the individual bodies, but departments and organisations also hire graduates directly. Do regularly check in with the ministries that you are interested in for new positions available.

Potential job options:

- Government agencies
- Ministries
- Statutory boards
- Uniformed services

Scientific Research and Development



Due to Singapore's vibrant biomedical sciences research ecosystem, there are plenty of job opportunities in areas such as clinical sciences, bioengineering, pharmaceutical, as well as molecular and cell biology.

Most candidates look to research institutes, academic institutions, or hospitals as some of the primary employers in this industry, but do not forgo the opportunities offered by the corporate sector either. For instance, the cosmetics, food and beverage, as well as FMCG industries are also major employers of science graduates.

To join this industry as a graduate researcher, in-depth technical knowledge of your field is extremely important, and having a postgraduate degree under your belt may increase your employability.

Transferrable skills are equally valuable to recruiters in this field, so take time to develop soft skills such as logical thinking, problem-solving, and numerical abilities. As you will often be working in a team, good communication and interpersonal skills, as well as efficient organisational skills need to be prioritised as well.

Most major employers in this sector typically hire through online application, but smaller research houses depend on word-of-mouth advertisement and speculative applications instead, so be sure to network regularly.

Potential job options:

- Application development
- Cloud innovation
- Data analytics
- E-commerce
- Information security
- Infrastructure
- Project management
- Systems administration

JOINING AN MNC VS SME VS START-UP

Understand how the size of the company you join can offer different possibilities for your graduate career.

Whether you join a multinational corporation (MNC), small to medium-sized enterprise (SME) or a start-up right upon graduation, you will have to adapt to the unique culture in each company. However, there are some general characteristics for each type of company which you can consider, to determine the exposure you would like as a fresh graduate.

Multinational corporations

MNCs are large corporations with facilities and offices in several countries across the continent or the globe. With operations spread out geographically, MNCs enjoy higher revenue with greater market share.

Pros of working in MNCs

- **Prestige and reputation**
MNCs usually have strong brand recognition and many graduates tend to compete for coveted job opportunities in these reputable companies.
- **Global opportunities**
Joining an MNC gives you the opportunity to work around the world. Your employer may require you to go for a business visit or even relocate to another country where the organisation has a presence. This can give you an insight on diverse working cultures and the experience of working with people of different backgrounds and nationalities.
- **Mastering your own trade**
You are more likely to get the chance to specialise in your area of work in a bigger company as job scopes tend to be quite fixed in comparison to those in smaller companies where employees are often expected to perform cross-functional tasks.
In short, a bigger company can offer specialised job scopes with more resources for training and upskilling opportunities.

Things to consider

- **Bureaucracy**
Organisational structures and workflows, such as standard operating procedures, can be quite rigid in large companies. There is less flexibility in work processes, coupled with multiple levels of management which you need to deal with. For instance, you may have to wait for several rounds of approval from different managers before settling a financial claim.
- **Competition to get the job**
Jobs in MNCs are not only sought after by fresh graduates but by jobseekers with years of work experience as well. The recruitment process can be quite competitive, so make sure you can present a strong unique selling proposition to prospective employers for a successful job application.

Small to medium-sized enterprises

SMEs are companies with not more than 200 employees or an annual sales turnover that falls below S\$100 million. In spite of their smaller size, SMEs employ two-thirds of Singapore's workforce and contribute to about half of the country's GDP.

Pros of working in SMEs

- **Exposure**

A lower headcount means employees of SMEs get to wear many hats and take on cross-departmental tasks and responsibilities. This promises wider exposure to different fields which graduates appreciate as a training ground to cultivate different skills.

- **Career progression**

In a smaller company, your competency and achievements are more readily noticed. For this reason, employees rise through the ranks faster in SMEs. Graduate hires in SMEs are also likely to receive early responsibilities at the start of their career, with more opportunities to learn on the job and be exposed to more challenging tasks.

- **Team spirit**

Graduates looking to join a smaller company can expect to be a part of a close-knit team. With smaller teams in SMEs, and the cross-departmental distribution of work, employees are expected to be adept with inter-departmental tasks, often being in close collaboration with each other. Such a culture means more opportunities for co-workers to know one another better and bring the company to greater heights.

Things to consider

- **Formal training**

Graduates joining SMEs should be prepared to be independent and proactive in order to progress in their career as SMEs do not always offer formal training or graduate schemes. You will be expected to learn on the job and take responsibility for your development.

- **Work benefits**

Smaller businesses tend to have less to offer in terms of employee benefits in comparison to large corporations. However, SMEs can sometimes offer competitive salaries to their employees, depending on the candidate's skills and qualifications. Make sure to do your research or get an insider's insight on whether or not the remuneration and benefits offered are reasonable for the role and industry you are applying for.

Start-ups

Start-ups are newly established businesses that have been incorporated for less than five years. They are also known to offer products or services not provided elsewhere in the market.

Pros of working in start-ups

- **Innovation**

Start-ups need to grow fast in order to keep up with the bigger and more established businesses in the market. The challenge for employees to break new ground and innovate can be exciting for graduates who appreciate a dynamic workplace.

- **Flexibility**

Start-up employees enjoy the perks of a less rigid company structure, which may include flexible working hours and a casual working atmosphere. However, this does not mean that you can slack. While you may be allowed to clock in late, your workdays may also entail long or odd hours as employees will likely have to be on the ball at all times.

- **Independence**

You will likely work with minimal supervision, will be entrusted with responsibilities, and the onus will be on you to take charge of steering your own progress. That said, you may not be formally trained, but you can expect to be guided by your manager or sometimes, even the big boss!

Things to consider

- **Job security**

Start-ups are newly established businesses, and this means that they do not have a proven track record in the market. There is a risk in signing on to work with a start-up as the business may underperform, affecting your job security.

- **The workload**

Graduates joining start-ups can expect to work long hours and take on multiple responsibilities. This is because start-up companies must keep up with trends quickly in order to grow and remain relevant. Employees often work odd hours for this to happen, so be prepared!

YOUR CAREER AND YOU

Starting your first job and beginning a new chapter after graduation can be a daunting transition. However, adapting to the workplace can be an exciting and meaningful experience. Here is how you can prepare yourself best.



1 Dress the part

Every professional needs a wardrobe of work essentials – here is your excuse for some guilt-free shopping! Think about what the recruiters or your future colleagues were wearing when you went for your job interview, and try to plan your outfits accordingly. As a general rule, it is safe to overdress on the formal side for your first day at work. That said, put together a power suit which you are comfortable in and that will be your battledress in the workplace.

2 Conquer your first day

Plan your commute to arrive on time. Be friendly and approachable. Build the foundations for good working relationships in your new environment by getting to know your colleagues.

3 Settle in well

Most employers usually facilitate an induction programme for new recruits to help them settle in and to learn about the job and the company.

This is usually a series of meetings ranging from orientation sessions to practical training, as well as social activities.

Even when not assigned a mentor, you can find a role model in your organisation or through your network of contacts. He or she can be someone you turn to for any worries or concern about working life.

Get a feel of your organisation's culture. Take your lead from established colleagues, such as your immediate supervisor or line manager, when gauging how things are done. Ask if you are unclear, be accepting of your own mistakes and learn from them.

4 Make a good first impression

Take pride in your work, no matter how small or insignificant the task may seem. Show enthusiasm, commitment and the hunger for learning with every opportunity that is given.

5 Never stop learning

Learning does not end with your formal education. In fact, stepping into the industry signifies the beginning of real-world learning for the rest of your professional life. A good employer would fit in some form of training and development for their staff.

Continuing professional development helps you to do your job better and expose you to new areas of knowledge and technology, for instance. Professional qualifications or postgraduate studies, or short-term training courses are more formal avenues of professional development which you can consider. Tap on the resources you have on hand to build new skills and capabilities to remain employable and passionate about what you do.

6 Do your job

Focusing on your responsibilities and deliverables is crucial for assessing your performance at work. If you have any obstacles and doubts, do raise them with your supervisor. Understand the business and find your way to contribute to its goals.

**GO FORTH
AND PROSPER!**

TOP 3 THINGS TO LOOK FOR IN A FIRST JOB

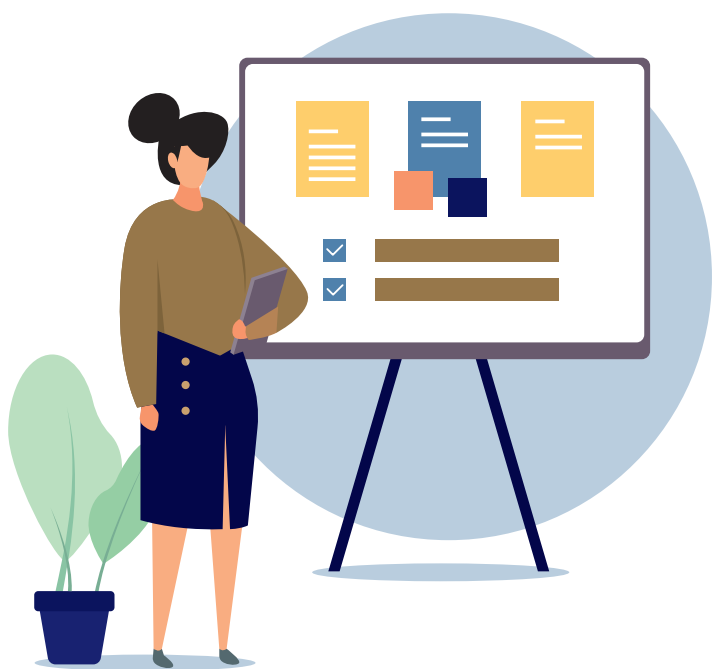
The right first job can kick-start a successful career journey ahead.

You are just about to finish your final semester, your parents have been pressuring you to start job hunting, and your friends are already knee-deep in churning out multiple job applications.

But where should you even start? Getting your first job right without knowing what to expect can be daunting.

Start your job search with a clear mind – otherwise, you might find yourself approaching your job search process the wrong way. So, do not panic and take your time to really think about what you want.

To help you get started, here are three considerations you should make when taking your first step into the professional world.



1 Future opportunities

“Where will this career path or job lead me?” is a question that you should ask yourself before you decide to apply for a job.

Your first job is a stepping stone and how it pans out may pave the way for your career ahead. It is crucial that your first job can lead you to more opportunities in the future and for it to help you achieve your long-term career goals.

This usually means career advancement opportunities and the higher-level responsibilities offered to you as you progress on the job with your employer. You can start by conducting some research on the typical career progression pathways for the job you want to pursue and in the specific field you want to work in.

If you already have a specific employer in mind, you can do some background research of the employees that currently work, or have worked, in the company.

2 Professional training and growth

Another thing to consider is how the job or your prospective employer can help you grow professionally.

Your first job should be a chance for you to learn as much as you can, so you might want to look for a company that provides training or mentorships to graduates and newcomers. You can ask about training opportunities during the job interview with your prospective employer.

Does your employer believe in spending the time and effort to show and teach newcomers how to succeed at what they do? Or do they think that it is more effective for fresh recruits to learn on the job, by throwing them in the deep end and letting them swim on their own?

Figure out which method you prefer and understand the initiatives the employer practises to ensure that their employees are learning and growing.

3 Other skill sets

Your course of study may have equipped you with a specific skill set, but while it is beneficial for you to expand on your existing skill set on the job, it is also crucial to think about building other transferrable skills.

Your first job is your golden opportunity to take in as much knowledge and skills as you can. You need to think about diversifying your skills, especially transferrable ones, so that you become a more well-rounded and marketable individual.

One way for you to find out if your prospective employer or role will allow you to pick up other competencies outside your current skill set is to ask about how teams work in the company. Do departments work independently or together as a collaborative effort? Will your role involve interacting and working with other departments?

Exposure to cross-departmental tasks will also allow you to learn different skills, while repetitive, routine tasks may limit you to only one specific skill set. Hence, it is crucial to have a good understanding of the role on offer.

ALTERNATIVE CAREER PATHS

Besides entering the working world, today's graduates are making new waves through positive change in other ways. Taking the path less travelled often leads to fulfilling adventures.



1. Take some time out

Taking “time out” (or a “gap year”) after your studies is a common route for many graduates in the West, and it is also becoming increasingly popular here in Asia.

Travel for the cultural experience and global exposure, or even for voluntary or paid work experience. Arrangements can be made with specialist organisations and NGOs in the country you land in. Volunteering your services helps you to make contacts which you can harness for professional networking.

• • Tips for taking a gap year

Your gap year should help you work out what you want to do next, and provide the experience needed to find a job. Along the way, make sure you are developing useful career management skills such as adaptability, flexibility, and problem solving.

In the same vein, be prepared to find ways to be in sync with the recruitment cycle upon returning from your travels. Do also remember that you need to compete with new graduates in the job market when you are back.

2. Take up short courses

Short courses allow you to gain new skills or brush up on existing ones, be it picking up a new language or a new technology-centred skill. Having a new skill under your belt will not only impress employers, but can also help you meet the technical requirements for a role you are interested in.

3. Take up postgraduate studies

A postgraduate qualification could improve your career prospects, but you will need to consider your options carefully, as this option is time-consuming and costly. Make sure you are clear about what you are heading into and seek out good advice before making the final decision.

Shortlist the courses and institutions which you are considering and consult your academic advisor, professor or career coach if you need tips on how to prepare a strong application too.

• • Tips for further studies

When choosing a course, you will need to consider its content as well as mode of study. The content should align with your motivation for pursuing a postgraduate qualification. If you are looking to add value to your undergraduate qualification for a specific career field, consider the relevance of the course's content to the industry you aim to work in.

The mode of study viz on-campus or distance learning, full-time or part-time, also plays an important role in your eventual decision. Funding the cost of your further studies is another crucial factor. If you are studying on a part-time basis and working a full-time job to service the tuition fees, make sure you are not overstretched. You would not want to take on additional debt for a course which does not advance your career pursuits as well.

If pursuing a postgraduate degree seems like overkill, consider a postgraduate conversion course for a career transition instead.

ATTAIN PROFESSIONAL ACHIEVEMENTS WITH ISCA

Learning doesn't stop upon graduation; in fact, post-graduation is the perfect time to attain professional certifications. Read on to find out how ISCA encourages accountancy graduates to develop professionally.

Upskilling to increase employability is not a new concept, and it is becoming especially vital in the accountancy profession, where digital innovations are changing the very nature of the industry on a global scale at an ever-accelerating pace. Now, more than ever, accountancy professionals have to continuously upskill and update their technical knowledge and skill sets.

Recognising the value employers put on lifelong learning and the desire of accountancy professionals to upskill, ISCA offers accountancy graduates pathways for professional development. Interested accountancy graduates are welcome to apply for the ISCA Associate Membership.

Associates (ISCA) are professionals with an accountancy degree or an equivalent accountancy qualification, working in the accountancy profession across diverse sectors and industries. After becoming an Associate (ISCA), they can enhance their designation with the recently launched ISCA Professional Business Accountant Programme (ISCA PBA) or embark on the Chartered Accountant of Singapore Pathway.

Chartered Accountant of Singapore Pathway

Chartered Accountants are qualified accountancy professionals equipped with financial expertise and business acumen. They are valued by employers and recognised as holding the highest standards in ethical and professional conduct. Chartered Accountants of Singapore, or CA (Singapore), can be found across industries in various job roles from finance managers to audit partners and C-Suite executives.

A Trusted Mark of Excellence and Distinction – Chartered Accountants are often entrusted with key positions to lead organisations as they possess the skills and foresight to add value to businesses.

The CA (Singapore) designation remains the highest form of professional designation conferred by ISCA.

Did you know?



ISCA is the Designated Entity to confer the Chartered Accountant of Singapore, or CA (Singapore) designation, a prestigious title accountancy professionals strive to attain and distinguish themselves with in their journey towards professional excellence.

ISCA Professional Business Accountant Pathway

Professional Accountants in Business (PAIBs) who do not intend to take the Singapore Chartered Accountant Qualification (SCAQ) and become Chartered Accountants have an alternative pathway to build competencies for their career progression.

Aligned to the ISCA PAIB Framework, the ISCA Professional Business Accountant (ISCA PBA) Programme is tailored to equip accountancy professionals in



business with the emerging skill sets and knowledge needed to handle dynamic business situations by focussing on practical business cases.

The key feature of the ISCA PBA Programme is its online learning. Run on an e-learning platform, this 30-hour course will cover topics in the areas of Professional Values and Ethics, Technical Excellence, Leadership and Personal Empowerment, Business Acumen, and Future Finance skills.

The ISCA PBA designation validates the expertise and knowledge that ISCA's Associate members have acquired as accountancy professionals highly valued by employers and the industry.

About ISCA

The Institute of Singapore Chartered Accountants (ISCA) is the national accountancy body of Singapore. ISCA's vision is to be a globally recognised professional accountancy body, bringing value to the members, the profession and wider community. There are over 32,000 ISCA members making their stride in businesses across industries in Singapore and around the world.

ISCA is a member of Chartered Accountants Worldwide (CAW), a global family that brings together the members of leading institutes to create a community of over 1.8 million Chartered Accountants and students in more than 190 countries.

Institute of Singapore Chartered Accountants
60 Cecil Street, ISCA House
Singapore 049709

Tel: 6597 5533
Website: isca.org.sg
Facebook: fb.com/isca/official

For membership enquiries, please contact membership@isca.org.sg

CRAFTING THE PERFECT RESUME

Your resume is your golden ticket to getting a shot at the job interview for the position of your dreams. Here is a guide to presenting a resume that stands out.

As hiring managers only have enough time to take a quick glance at your resume, you need to quickly hook their attention and reel them in for a second look. Most importantly, you have to strategically customise every resume sent to employers. Here are some tips on how you can do so.



1. Understand each role you are applying for

Recruiters are looking for candidates with the best fit for the advertised role from the deluge of applications received. Your resume needs to be highly relevant and targeted to the role you are applying for.

One easy way to ensure this is by indicating your career objective or a key summary of your skill sets, or both, right at the top of your resume. Customise the career objective and summary of skill sets accordingly for each role you are applying for.



2. Highlight your skill sets and expertise

When hiring managers sift through the huge stack of resumes received, they look for keywords shown in the job description. These keywords are often specific skill sets, which you can show as a one-liner summary with each work experience listed.

For instance, if you are listing a marketing experience, use a line or two to highlight the key areas of expertise which you have gained, such as market

research, market sizing, interviewing, public relations and business development. On the other hand, for a business management position, state the relevant areas of expertise such as executive-level communication, strategic planning, business analysis and client management.



3. Show relevant experiences

Include short-term gigs, internships or co-curricular activities related to the job you are applying for! Spent a summer taking care of elephants in Thailand? Put that in – you can talk about the emerging skills employers appreciate during your job interview, such as corporate social responsibility and cross-cultural fluency.

Similarly, part-time work in a services or teaching role indicates your ability to serve and cater to the needs of clients, including managing others' expectations – a key skill needed for any young professional.



4. Reveal numbers and details about your accomplishments

Impact is often measured in numbers and details. If you helped to grow the client pool in your previous role, state the number of new clients you brought on board within a specific time period.

Similarly, if you gave tuition, state how you have helped your students grow, in terms of tangible results as well as the areas which you have focused on, be it targeting on improving

their weaknesses or encouraging them to read more. This will let employers know that you are not just a doer but a thinker, for you can be a self-starter, coming up with your own strategy.

If you have led project teams in school or at work, show their sizes and include details of growth within the time period for the hiring managers to appreciate your capabilities through proven examples.

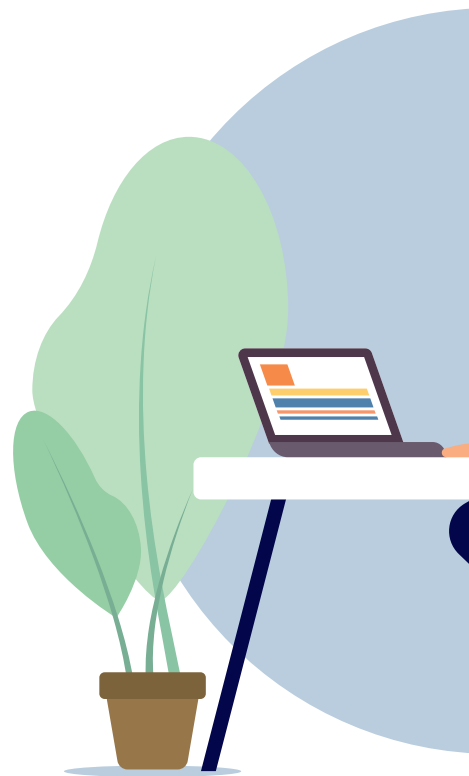


5. Highlight your strengths and interests

Employers gauge your unique selling propositions and potential contributions to the firm by scrutinising your skills and interests.

For example, fluency in a second or third language could indicate your specialised knowledge of a certain geographic market. Your prospective employer would be keen to tap on your strengths for future plans such as expanding to new, or in existing, markets.

IT and technology skills are another valued asset these days. If you have a budding interest in coding or have





taken up online courses to further your interest in this area, state the certificates which you have attained.

Besides stating your educational and co-curricular awards, achievements and leadership positions which you have attained, it is a nice touch to share your personal interests at the end of your resume. While keen interest and participation in team sports indicate high potential for success in a corporate environment, playing a musical instrument often illustrates an ability to focus with strong self-discipline.



6. Time your submissions

Last but not least, submit your applications as early as possible so that you do not miss out on popular roles. Your resume is the hiring manager's first impression of you. Make sure you give it your best shot!

Sample resume

ALVIN LIM
alvin.lim@mba.smu.edu.sg • +65 1234 5678 • [linkedin.com/in/alvinlim](https://www.linkedin.com/in/alvinlim)

EDUCATION

SINGAPORE MANAGEMENT UNIVERSITY (SMU)
Master of Business Administration
 GPA: 3.6/4.0 Jan 2020 - Jan 2021

Bachelor of Science (Information Systems)
 GPA: 3.4/4.0 Aug 2010 - Jul 2014

EXPERIENCE

PS INVESTMENT MANAGEMENT Apr 2018 - Dec 2019

Product Specialist

- Spearheaded projects in growth initiatives, keeping abreast of regulatory requirements and changes in policies and procedures
- Performed investment research and due diligence on global equities (with a focus on US, Europe, Hong Kong, and Singapore) to identify new suitable equity and exchange traded funds for clients
- Provided stock recommendations and advisory to wealth managers on portfolio allocation and executive of investment themes
- Tracked clients' investments across different product classes to ascertain mark-to-market values and P&L performance
- Attended client meetings with wealth managers to market and pitch equity ideas to clients; yielded conversion rate of 80% that led to execution trades of US\$15 million
- Prepared monthly statistical reports for senior management review, also customised account statements and valuation reports on an ad-hoc basis at clients' request

FREESCALE INC Aug 2014 - Mar 2018

Project Manager (Jan 2015 - Mar 2017)

- Led a team of 12 in the migration from Unix to NT platform for five servers that serviced more than 50 offices in 10 cities in ASEAN
- Developed user requirements for pro forma profit and loss statement, return on investment and operating models for project savings; presented justifications and quarterly updates to Chief Finance Officer
- Performed operational risk analysis management and business continuity plan in the event of system breakdown

System Analyst (Aug 2013 - Dec 2014)

- Oversaw and coordinated software updates to computer network headquarters; conducted User Acceptance Test for all end users in 10 offices in Singapore, Indonesia, and the Philippines
- Implemented online tracking tool to monitor billing and invoice which led to 20% improvement in on-time billing
- Generated monthly KPI performance reports on operating cash flow, receivable turn, and current ratio

CO-CURRICULAR ACTIVITIES

Secretariat, SMU Students' Association Aug 2011 - Aug 2013

- Produced quarterly association publications; vetted and disseminated information released by the Council, the Executive Committee and convened annual general meetings

SKILLS & INTERESTS

- Passed CFA level III
- Working knowledge of R, SPSS, SAS, EIU database
- Effectively bilingual in English and Mandarin; Japanese (JLPT N4)

TIPS FOR COVER LETTER WRITING

An effective cover letter can bring you a step closer to that coveted job interview. Be sure to customise each cover letter to improve your chances.

What should a cover letter include?

An effective one-page cover letter needs to, minimally, contain the following:

1 Introductory paragraph

What position are you applying for? Where did you find the job opportunity?

2 Your motivations

Why are you interested in the field and the company?

3 Your skills and strengths

How can you contribute to the company?



5 reasons to write that cover letter

- They are a good avenue for you to demonstrate your writing skills – unlike resumes, where you write in bullet points and short phrases.
- It is an opportunity for you to highlight your skills and motivations for your application in greater detail.
- Recruiters may use cover letters to gauge your level of interest in the position. Applicants who do not submit one may be seen as indifferent to the job.
- Some recruiters use cover letters to predict a candidate's personality, which can determine their fit for the role/organisation.
- The cover letter is especially important for a speculative application. The letter gives you the opportunity to introduce yourself to the employer, as well as to set up follow-up steps.

Tip: Internet-proof your cover letter

- Always export your cover letter as a PDF before sending it to recruiters unless the recruiter requests a particular file type. The PDF format lets you avoid any minor corruptions that word processor documents may experience during an online transfer (e.g. formatting errors).
- If you are submitting your cover letter and resume through email, write a short email message to introduce your attachments.
- You can also run an email test and send it to yourself first to check that the right documents have been attached.

Sample cover letter

123 Low Ridge Close
#12-300
Singapore (210123)

11 November 2019

Human Resource Manager
DRZ Capital
101 Smart Street
#11-00 Smart Building
Singapore 456101

Dear Sir or Madam

I am writing in to apply for the position of Research Associate with your organisation, as advertised on the Singapore Management University job portal. I am currently pursuing a Master of Business Administration and will be graduating in January 2020.

DRZ Capital is a well-established organisation in the region and has been flourishing over the past five years. Your recent expansion plans into China has further expedited your growth. I am very excited by this role's potential exposure to a wide spectrum of activities from research, modelling and analysis to client exposure. This role also provides an opportunity to contribute to the team by thinking out of the box and generating contrarian ideas.

This role is complementary to my prior stint with PS Investment Management where I was involved in the investment research and analysis of the China Real Estate Investment Trust. I worked on the detailed modelling and valuation using an in-house model, as well as conducted sensitivity and scenario analysis for the investment projections. Essentially, my key strengths include:

- Good knowledge on various financial instruments like credit derivatives, variance swaps, ETFs, and commodities
- Competent analytical skills on investment and risk analysis for trading desk
- Proficient in modelling and equity research

With these skill sets, I am confident that I will make a valuable contribution to the team. Thank you for reviewing my attached résumé. I look forward to an opportunity to meet you for a further discussion.

Yours faithfully

Alvin Lim
+65 1234 5678
alvin.lim@mba.smu.edu.sg

Your address

- Hiring manager's name (if unknown, use designation)
- Company's name
- Company's address

Dear Mr or Ms XXX (if you know the name). Otherwise, "Dear Sir or Madam" or "Dear" followed by designation.

First paragraph

Open with a brief self-introduction stating your degree programme and the year of expected graduation. Be clear to indicate the purpose for writing, specifying the position you are seeking (e.g. summer internship, or full-time position) and your availability to start.

Second paragraph

Research and understand what the job entails. Demonstrate genuine enthusiasm by articulating your interest in joining the company and motivation for the role. This paragraph should always be customised.

Third paragraph

Showcase and substantiate how your qualifications and career plan match the job, and align your value-add proposition with the employer's needs. Highlight relevant skills, experience and knowledge that would meet the requirements of the role. Give examples from your resume.

Final paragraph

Close by reiterating your interest in the role and your availability for an interview. Finish on a positive note, and thank the employer for their time. Use "Yours faithfully" with "Dear Sir or Madam" and "Yours sincerely" with a personal form of salutation (e.g. "Dear Mrs Cheong").

PERSONAL BRANDING AND NETWORKING

Establishing your own brand and image, along with making new connections in the industry, is important for a fresh graduate's career success. Here are some tips on how you enhance your personal brand and network with ease.



Your personal brand is what people remember of you after you have left the room. In the early stage of your career, managing first impressions and your professional image is crucial in clinching the role that you want.

Networking helps you to get to where you want to be as well, and there are certain strategies to follow to make connections with industry contacts successfully.

Personal Branding Tips

1. Determine your unique selling proposition

Know what sets you apart from other candidates gunning for similar roles. When speaking to recruiters, or sending in your resume and cover letter to apply for coveted positions, you need to show that you have the requisite competencies needed and are able to contribute to the industry.

Although you are fresh from school, let recruiters know what form of specialised knowledge or relevant experience you have under your belt.

2. Tell your personal brand story

Include a career objective statement or summary of skill sets at the very top of your resume and state why you are meant for the role applied for very early on in your cover letter.

Having a portfolio which contains your best works helps. When attending job interviews and networking sessions, you can show your portfolio to interested recruiters.

When applying for jobs online, craft your personal bio to show your specialisations and abilities. Similarly, make sure your LinkedIn profile and social media presence is kept professional, revealing your areas of interest and expertise.

A Word of Advice

Be yourself

Do not make up selling points at all cost or try too hard to be someone you are not! Focus on showcasing your existing skills and experience as a young professional.



Networking Strategies

1. Dress well for success

At a networking event, you should be dressed in formal attire, unless the dress code stated is smart casual.

For the gentlemen, prepare your suit and tie for the event as you can always shed layers when the occasion is less formal than expected. Being underdressed is a poor reflection of your professionalism.

As for ladies, you can remove your formal jacket if the event is not so official. Exercise restraint on accessorising to maintain a professional image.

2. Strategise and be selective

Trying to speak to everyone at a networking event is unrealistic and counterproductive. Before attending the event, you should find out about the participating companies, and plan who you want to make an impression on. Strategise how much time you need to do so, and maximise your time and energy for the single event.

3. Follow up, follow through

After meeting someone new at a networking event, you should establish the point of the contact via a business card, a LinkedIn message or an email, introducing yourself and thanking them for taking the time to speak to you at the event.

You can make a reference to any memorable point during the conversation in person, and do send them any documents as promised, be it your resume or a link to your portfolio.

4. Keep the conversation going

Prepare an elevator pitch for yourself, telling about your career background and interests in less than half a minute. It should be an interesting and succinct sentence. Avoid sensitive topics such as politics and religion at networking events and focus on the value you can bring to others with your skills and knowledge.

5. Listen and remain interested

Be engaged in the conversation when you are speaking to someone new or listening to another party. Ask genuine questions when appropriate and be interested in what the other party is saying. Provide input only when it is necessary.

A Word of Advice

Put your phone away

Put your mobile phone on silent mode and keep it away. If you want to take down notes on a device, make sure the other party knows what you are up to, so that you do not come across as rude or uninterested.

4 TYPES OF INTERVIEWS



One-on-one interviews

Most job seekers are familiar with the one-on-one interview session. Personal or face-to-face interviews involve your interviewer asking a series of questions to evaluate your suitability for the job. Some companies prefer using several rounds of one-on-one interviews for different department heads to meet with the potential candidate before deciding on his or her fate with the company.

Interview tips

- Show your interviewer that you are interested in the job by asking relevant questions. Some simple ones include asking about the role's day-to-day tasks, the work culture, or the role's career path.
- You should also talk about how the job role matches your aspirations, career plans and relevant interests. Enthusiasm is key.
- Demonstrate specific examples of the skills required for the role you are applying for and discuss relevant transferrable skills you obtained from any school or work experience.
- Also note that body language is just as important as verbal communication. Maintain a decent level of eye contact throughout the interview, sit upright to exude confidence and remember to smile!



Video interviews

Video interviews are conducted by employers to filter suitable candidates at an early stage. However, due to the potential technical pitfalls and how different they may be depending on the platform used by each employer, they tend to intimidate graduate job seekers. Video interviews may take place "live" (e.g. through Skype) or pre-recorded (e.g. video submissions).

Interview tips

- Practice makes perfect. Start by getting used to appearing on-screen. Switch on your computer's webcam and record yourself as though you are running through a practice interview.
- Set the scene by dressing smartly and make the area where you will be carrying out the interview look like a professional workplace.
- If using a Wi-Fi connection, make sure you have good signal strength so that the video conference does not drop.
- If taking the call on a laptop, remember to plug it in to a power source – you may be online longer than you think.



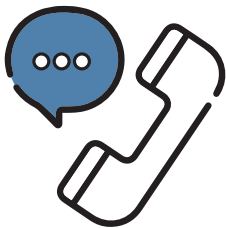
Panel interviews

Panel interviews typically involve anywhere from three to eight interviewers (usually three for graduate interviews). They will likely consist of a mix of HR personnel, business managers, and some departmental specialists.

Panel interviews tend to be more rigorous and meticulous than individual interviews as you will be juggling questions from multiple sources. This may sound intimidating, but fret not, the interviewers are out to find out the same thing as at any other interview: whether you are a good fit for the company!

Interview tips

- Maintain direct eye contact with the interviewer asking you a question.
- Address the interviewers by name when speaking to them. One little trick is to get their name cards at the beginning of the session, and then arrange them in front of you according to the interviewers' sitting arrangement.
- Stay calm if one of the interviewers looks bored. Given their different backgrounds, not every member on the panel may be interested in your response to a question asked.
- You will sometimes be asked the same question twice by mistake. Do not second-guess yourself, and always keep to the same version of your story.



Phone interviews

A phone interview is often a screening exercise where employers check some basic information prior to a face-to-face interview. It is also used to sieve through suitable candidates early in the recruitment process. The relative anonymity of a phone interview may allow you to speak to your interviewer without the stress of travelling to an unfamiliar place in professional attire, but avoid letting your guard down!

Interview tips

- Much of the impact you make will come through your voice, so sounding attentive and enthusiastic is important.
- Take notes of the keywords of the questions asked for reference when responding to your interviewer.
- Do not be distracted by your surroundings or lose track of what you want to say next. Avoid filler words such as "umms" and "uh-huhs" or constant requests to repeat the questions.
- Have your resume and completed application form next to you in case you need to refer to them during the phone interview.
- Choose a conducive, quiet environment for the phone appointment to prevent background noise from ruining your session.

MASTERING THE JOB INTERVIEW

Upon securing a job interview, you stand a chance of getting the role applied for. It is now up to you to convince the employer about your fit for the role and the company.

The format of the job interview may differ, so you may find yourself sitting in a one-on-one interview or even a panel interview. However, the ways to present the best of your professional self and excel in a job interview are the same for any setting. Here are some do's and don'ts to help you prepare for the interview.

DO...



...your homework

Make sure to do your research and visit the employer's website for information of recent work or news that interests you, and how you could contribute to the organisation's business.

When researching, make sure your employer research covers the following information:

- What the company does (products made and/or services provided)
- The company's history and defining moments
- Where it operates and in which markets
- What it offers that is unique compared to its competitors
- The company's core values and aims



...practise

Approach your career coach for a practice session. They can help you improve your interview skills and may be able to share crucial insights into the particular employer you are interested in and what they usually look for in potential candidates.



...be in control of yourself during the interview

While being nervous during the interview session is completely natural, do not let your nerves get the better of you.

When you are in the interview, remember that it is fine to pause and gather your thoughts before responding to a question. Also, if you are unsure about a question, you can always seek clarification.



...plan your day

Remember – first impressions can go a long way. Make sure you know what to wear on the day and how to get to your interview venue. Charge your phone and read through your application again in detail.

You should also take along a fresh copy of your resume and job application form. Also, organise any supporting documents you need to take with you in advance.



...reflect about yourself

Recruiters are interested in the unique skills you can bring to the table. Reflect on your work experience, skills, strengths and interests and how these relate to the job and area of work.

Think about your achievements and activities, which can include hobbies, work for university societies, internships or work placements and voluntary work. Make notes on the skills learned from these experiences and how you have applied them. More importantly, you should also note your contributions to different situations.





DON'T...

...fail to communicate

Be polite at all times and avoid any miscommunications by confirming the details of the appointment. Be certain to state your preferred date and time slot.

In case of any mitigating circumstances, make sure to call the interviewer to reschedule. This shows your sincerity about the job offer and consideration for their time.

...give overly-practised answers

Seasoned recruiters can tell when you have excessively rehearsed your answers for the interview.

Cliché answers such as, “my biggest weakness is being a perfectionist”, will not impress recruiters. Find the right balance between prepping ahead of the interview and holding a professional two-way conversation with the employer to increase your chances of having a successful job interview.

...be afraid to ask questions

Job interviews are not just for employers to assess your suitability for the role but also an opportunity for you to determine if the job and company match your needs. Asking questions will also show the interviewer your level of interest in the position and will improve your chances of getting the job.

Ask thoughtful questions about the job's day-to-day responsibilities, professional development and career progression opportunities, the team you will be working with, or even workplace culture to get a clearer idea of the role on offer.

...forget to showcase your strengths

Recruiters have an idea of the kind of competencies and personality needed to fill the role, and are looking for individuals who are able to add value to the team.

Failing to explain what you can offer to the organisation may decrease your chances of being considered for the position. Remember to emphasise your relevant skills and qualities to show their alignment with the job description.

Quick tip

Before going to your interview, review your resume or job application form. Think of how you can expand any examples and skills, or if there is any noteworthy information that you left out when writing your application.

Ask yourself, “Which examples would be the best ones to highlight for the job on offer?” Talk about these during the interview!

TACKLING CASE STUDIES

Here are some tips on how to make your case by impressing recruiters during a case study session.

WHAT?

Case study exercises can be for individuals or groups. You will usually be given some information about a work-related scenario and asked to imagine being part of a group of experts giving advice to a client or superior on the basis of the evidence.

The series of activities will probably be carried out over a period of a few hours and is likely to culminate in a presentation to the assessors. You may also be drip-fed additional information to assess at specific intervals throughout the allocated time. It is important to note that they are typically based on real-life business developments.

WHAT ASSESSORS ARE LOOKING FOR IN CASE STUDIES

- Analysis
- Problem-solving skills
- Time management
- Teamwork
- Commercial awareness
- Presentation abilities



WHEN?

Case studies are particularly popular in assessment centres for graduate jobs in banking, financial services, accountancy and management consulting, but they can also be part of assessments for other business sectors and industries.

HOW TO APPROACH THEM

1. You need to be clear about what you are being asked to do. Start by reading through the information pack and assessing the relevant parts.
2. Thoroughly understand the problem, your role, and your objectives. If you are unsure, ask for more information or clarification about something from your assessors.
3. If you are working in a group, you could divide up the tasks. You could, for instance, nominate someone to assess any new information passed to the group during the course of the exercise. You will also need someone to manage the time taken for each task, so ensure that your group has a timekeeper.
4. Do not dominate discussions, but contribute to them – you should articulate your thought process so your assessors can see how you approach problems.
5. Remember to allocate time to prepare for your final presentation, and be realistic about how much you can fit into it.
6. Lastly, stay focused on your objectives! Your final presentation should be relevant, clear and concise, and should include a summary of your conclusions and recommendations.



Can I practise for these?

YES, YOU CAN!

Here are some ways you can prepare for case studies:

1. Find out about the kind of business decisions the company you are applying with has to make, or has made recently.
2. You will need a bird's-eye view of the current economic environment. Read the business pages of newspapers or magazines to get a feel for current business activity.
3. Practise your mental arithmetic, as you may have to demonstrate your quantitative abilities without a calculator.
4. Talk to your relevant industry contacts/mentors to learn more about new developments. You can also bounce various scenarios off them to see if your recommendations are sound.
5. There is often more than one way to solve a problem. Get in the habit of brainstorming multiple approaches to a single case, instead of sticking to a single textbook solution.
6. Check in with the Dato' Kho Hui Meng Career Centre for its suite of workshops or relevant presentations on case studies. Join any practice sessions they host until you become familiar with the format.

Though part of the aim of case studies is to help assessors see how you cope with the unfamiliar, research will still boost your confidence and help you tackle issues in a more informed way.

CASE STUDY EXAMPLE

The following example, based on a genuine case study used by a multinational investment bank, should give you an idea of what to expect:

The scenario:

A large publisher of magazines and books is looking to make a significant acquisition. It has identified a target company and approached a number of investment banks for their views on the merits of a potential deal and a target price. Based on these presentations, the publisher will decide whether to proceed with a bid and, if so, select one bank to act as its advisor.

The task:

Your team is one of the investment banks bidding to win the mandate. You need to analyse the figures provided, to review the marketplace, your potential client (the publisher) and the target company. You must also prepare a five-minute presentation giving your recommendations.

Note:

You may either be provided with a wealth of raw data alongside the scenario, or you and your group may have to dig up all the necessary information by yourselves somehow. Either way, you will need to crystallise all this information into a workable action plan that you can present to your assessors.

ACING ASSESSMENT CENTRES

Find out why graduate employers design assessment centres, what exercises to expect, and how to show you are the right candidate for the job.

Assessment centres are a common feature of the recruitment process, where employers convene a group of candidates to complete a series of exercises, tests and interviews. These are designed to evaluate a candidate's suitability for a certain role in the organisation.

This format also allows you to showcase a broader range of skills and competencies than if you were just given an interview. For this reason, they are a more holistic and effective way to select candidates than interviews alone.



Typical Assessment Centre Activities

Employers design their own assessment centres to test for skills and aptitudes that are required for their own organisations, but they typically contain similar elements and exercises. You can expect a combination of the following:

- **Information session** – You may be given a presentation about the organisation's business.
- **Group ice-breaker exercise** – This exercise is for you to get to know fellow candidates and also your employers.
- **Aptitude and psychometric tests** – You may have already taken these tests online, but you could be asked to repeat them to confirm your results.
- **In-tray or e-tray exercise** – This allows employers to evaluate your ability to absorb information, prioritise, make decisions, and communicate.

- **Group exercise** – This could be a case study discussion, probably involving an issue or project relevant to the business. Alternatively, it could be a group problem-solving exercise. For example, you might be put into teams and asked to construct something.
- **Individual or group presentations** – Some employers may give you a topic prior to the assessment day so you can prepare in advance, but some may decide to surprise you with an impromptu presentation. For the latter, you would typically be allowed to choose your presentation topic from a list of pre-selected ones.
- **Interviews** – You could have one or more of these, and they could be either one-on-one or panel interviews. Your interviewers could be from



the HR department or senior employees from the area of the business you are applying to.

- **Social breaks** – Although mealtimes are usually not formally assessed, they are still an opportunity to demonstrate your interpersonal skills and to find out a little more about your prospective colleagues, the business and your fellow candidates in a less formal setting.



What Recruiters Are Looking for...

- Evidence of soft skills, such as communication, teamwork, and problem-solving.
- The group setting makes it easier to assess your interpersonal and negotiation skills.
- **REMEMBER:** This is not a competition. Recruiters are assessing your ability to work with others.

Preparing for an Assessment Centre

Turn up with an open mind and be ready to get involved, but remember that some practical preparation before the day will be your biggest help and confidence booster.

- **Reach out to your career centre.** Most career centres run practice sessions for assessment centres. At the very least, you may be able to practise psychometric tests or book sessions to prepare for the individual assessment centre activities, such as group exercises.
- **Read ALL materials sent by the employer carefully.** These include practical information such as the location and time of the assessment centre. Details about how the day will be structured may also be provided.
- **Check whether or not you need to complete any tasks before the day.** You may need to work on parts of a case study or put together a presentation. Plan time for this and do not leave it until the last minute.
- **Brush up on your interview skills.** Interviews will be included in the format so be ready to shine for the bits where you have to go solo.

Tips on How to Shine at Assessment Centres

1. Be professional

Arrive on time and look the part. Be friendly but also polite. You should also aim to initiate conversations with other candidates.

2. Participate

Do not just stand by the sidelines. Show enthusiasm, whatever the task. Group exercises are designed to see how well you work with others, so make sure you take part.

3. Do not lose concentration

The day is likely to be long and tiring, so have a good night's sleep beforehand as you will need to stay alert and engaged throughout the day.

4. Be the best version of you

Just be yourself! But be the most positive version of yourself. If you tend not to speak up, make an effort to articulate your thoughts. If you know you can sometimes be overbearing, let others have their say too and be careful not to interrupt.

GRILLING YOUR INTERVIEWER

Not asking any questions or asking bad questions at a job interview will make you seem unprepared or uninterested. Here is a guide on asking your interviewer the right questions in order to come across as a candidate worthy of being hired.



1 Ask more about the tasks you will be involved in

Interviewers will usually develop a better idea of your capabilities, background and expertise when you are answering their questions in a job interview. It is during the job interview that they can pick out your strengths and expertise, and have a clearer idea of how to groom you as a potential hire in the company, possibly even offering you room for growth beyond the job description. Hence, when your turn comes to ask your interviewer questions, do sound them out on what they would like you to focus on, to meet and exceed expectations for the role they are hiring for.

2 Ask about training and growth opportunities

Employers want graduate hires who are hungry for personal and professional growth, and who will, in turn, contribute resources and expertise to the company. Beyond the short term, employers will want you to be able to help tackle challenges and key problems the company is facing as well. Ask about training opportunities and future growth plans to show keen interest and that the role is in line with your personal career objectives.

3 Ask about the company's challenges and key plans

It is crucial for fresh graduates to understand the bigger picture of how their skills fit into the larger goals of the company which they are interviewing for, and possibly becoming a part of. Ask about key projects in your prospective department and show interest in understanding the company's business and outlook. Doing so demonstrates that you are keen to help solve problems for your prospective employer, as well as having a strong understanding of your own skills and expertise in the industry.

4 Ask about any expectations for the role

Interviewers can give you a better idea of what they are looking for during the job interview itself. Read between the lines and sense the body language of your interviewers as well. You can also ask your interviewers for their honest opinion on your suitability for the role and the company, and listen to their feedback with an open mind. This can be helpful information when you eventually join the company or when you are pursuing job applications elsewhere. As insiders of the industry, the hiring managers will be able to tell you if you are lacking in certain qualities or qualifications needed for your dream job(s).

5 Ask about how to follow up with the application

Before leaving a job interview, be sure to thank the interviewers and end it on a good note. Highlight your qualities and skills, as well as any relevant experiences, as a conclusion on why you are suited for the role applied for. Send them a thank-you email as a follow-up courtesy. However, at the very end of the face-to-face interview, make sure you ask about the next steps which are expected of you and the company, as well as more information about their hiring timeline. A curious candidate is a sincere one.

PREPARING FOR THE BIG DAY

Your first interview for your first proper job is here. Breaking down the run-up to the interview into a series of manageable chunks and actions can really help a lot.

Quick grooming tips

For gentlemen:

- The clean-shaven look is always a safe bet. Get rid of stubble or wispy facial hair.
- Keep your hair neat and make sure that your fringe does not spill past your eyebrows.
- Do not be afraid to accessorise! Go for a solid watch or a simple pair of cufflinks to complement your outfit.
- Do not overdo the cologne and aftershave, though.

For ladies:

- Keep your nails in neutral or natural colours – glaring colours or designs may unnecessarily distract interviewers.
- Make sure to style your hair so that it stays in place and out of your face!
- If you plan on wearing jewellery and make-up, keep things subtle and simple. You want your personality – not your accessories – to shine through!

Start by getting the dress code right

Objective: Figure out how to look the part of an impressive candidate.



Your interview is a chance to show how you would fit in, and this includes your appearance. Look on the recruiter's website for clues about what the staff at the organisation consider to be appropriate business wear and copy them. Err on the side of formality unless otherwise advised by your interviewers – it is always better to come overdressed instead of underdressed!

Your clothes should be clean, fitted and pressed. Be sure to cover up any tattoos. If you drink a lot of coffee or smoke, make sure your teeth are stain-free.

One week before

The night before

Prepare everything needed in advance

Objective: Have everything you will need ready to go so you will not panic the next day.



- Hang your interview outfit out in the open to air so you will not have to stress out about what to wear.
- Pick a handy, compartmentalised document bag or folder to store your stuff in. Be sure to organise everything for easy access.
- Prepare two additional printed copies of your resume on good, solid paper for additional interviewers who show up unannounced!
- Get a good night's sleep. You will want to be as sharp and alert as possible in the interview room.



Depart for your destination

Objective: Arrive at the interview venue with plenty of time to spare.

Traffic generally has a strange way of going against you when you need to get somewhere in a hurry. Leave early to arrive at the location before your appointed time. Remember that when it comes to job interviews, arriving “on time” is tantamount to arriving late.



Introduce yourself to a stranger and break the ice

Objective: Get used to talking in your new surroundings by striking up a conversation with someone working in the same company, but will not be interviewing you.

The first person you will encounter is likely to be the receptionist expecting your arrival. You may be asked to sign in before entering the visitors' area. Be friendly and appreciative of anyone you come into contact with, be it the cleaner or the CEO.

2 hours before

30 minutes before

20 minutes before

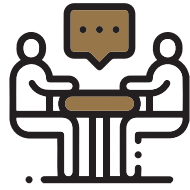
Arrive at the premises and get comfortable with your surroundings



Objective: Decrease your initial stress and get into a positive frame of mind.

Arriving a good 30 minutes before your appointment will afford enough time and space to draw breath and get to where you are supposed to be with the least amount of aggravation.

Now is not the time to fret about what you have remembered and how you will come across at the interview. Write a mental list of things you like so far about the place – it could be the colour of the carpet in the reception area, or the pile of magazines on the coffee table – and focus your mind on that. This will help calm you down.



Meet and greet the interviewers

Objective: From the very start, treat the interview as a meeting between two parties, not a one-way interrogation.

There is usually a short explanation of how the interview will be structured. Commonly, the interviewers will begin with an overview of the company and the role you are being interviewed for. This preamble is the most “non-judgemental” part of the interview, so enjoy it and take the opportunity to ask some smart questions.

10 minutes before

Crunch time

Demonstrate your skills

Objective: Use your innate skills and experience and put to good effect the know-how gained through this magazine and other sources.



The introductions are followed by the most time-consuming part of the interview: questions to find out whether you can do the job and, just as importantly, whether you would have the motivation to do a good job. Finally, you get the chance to ask your own questions.

You may also be given a short test to complete before or after the interview. This could be to establish the level of your skills pertinent to the job, or a more general evaluation of your preferred working style. Follow any instructions carefully, work out how much time to allot to each part of the test and focus your whole attention on the task.

If you are applying to a graduate scheme, the testing process might be more extensive and carried out separately, for example in an assessment centre.

MANAGING JOB OFFERS

What happens after you have been offered a job and how should you deal with more than one offer? Here is a guide to the proper etiquette of how you should handle your job offers, accepting or rejecting them professionally.

Do not get carried away with the excitement of a job offer. Instead, take the time to consider if the offer is right for you. Other than mulling over the terms and conditions presented, make sure you raise any concerns to the employer and have realistic expectations.

Words of Advice

1. Do ask the employer(s) for more time to make up your mind.
2. Make sure that the employer sends you a revised offer in writing, if you are successful in negotiating the terms and conditions of the offer.
3. Do not hesitate to seek the advice of your mentors and career coaches if you have difficulty deciding on the job offer(s).

How do you handle more than one job offer?

Give yourself ample time to weigh all the factors before confirming your decision.

● ● Honesty is the best policy

Be open and honest with the employer(s) when you are considering more than one option. Acknowledge the offer and ask how long they are prepared to wait for your response. Do not accept a job verbally or in writing and then renege on the offer, as this is a breach of contract. Inform the employers concerned after you have made up your mind.

● ● Be professional

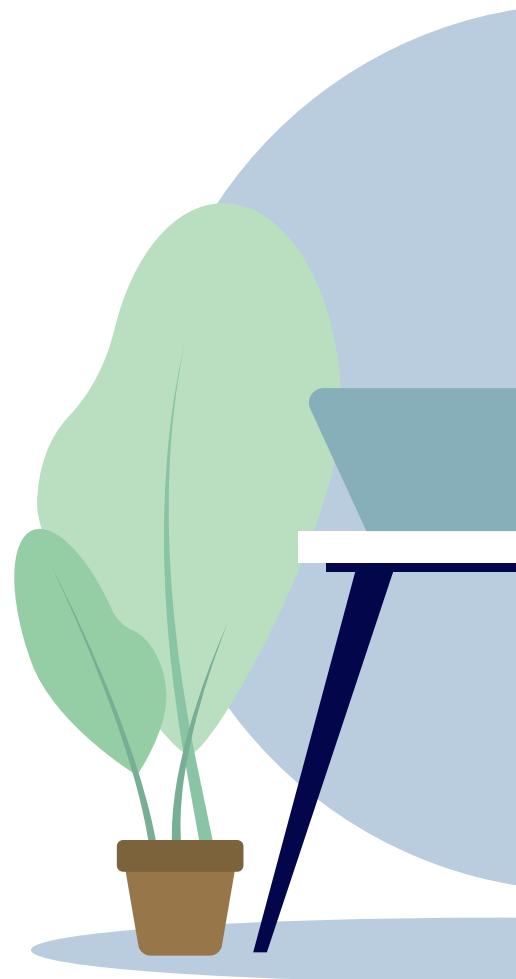
Do not use the situation to play employers against each other to offer a higher starting salary or more benefits. This can backfire if any employer decides to blacklist you as an applicant entirely.

How do you accept a job offer?

You will be expected to sign an employment contract after informing the HR officer of your wish to take on the offer.

Terms to consider in detail

1. Job position and duties
2. Salary and benefits
3. Start date
4. Work hours
5. Notice period





How can you negotiate your salary?

Salary negotiation is an art that many find difficult to grasp. Always state a range for your salary expectations. This gives you more room for negotiation instead of nailing on a single number. By stating a range, you are giving the employer room for adjustments. Be prepared to accept the lower range which you stated, as a baseline.

• • Research market rates and industry standards

Make sure you are making informed decisions even as a fresh graduate when evaluating job offers and benefits packages. Here is your chance to do adequate homework based on graduate employment survey findings and market reports.

• • Consider the package as a whole

Review the entire remuneration package, including benefits such as bonuses, commissions, and leave entitlements.

How do you reject a job offer?

Turning down a job offer can present a rather awkward situation. The bottom line is not to burn any bridges. Maintaining cordial relationships with your contacts in the industry is important – in this case, the prospective employer who you turned down can one day become your client, a networking contact, and definitely, still a prospective employer in the future.

• • Inform the employer as soon as you have decided

If you are turning down an offer, let the hiring manager know as soon as possible, so that they can make arrangements to fill the post.

• • Be sincere

Call the employer to decline the offer and do so politely. Follow up with the same in writing, stating your reasons upfront. Being authentic and straightforward helps the employer understand your expectations and circumstances.

• • Keep in touch

The world is small. Sign off with some pleasantries and offer to keep in touch.

HEAR FROM SMU ALUMNI

Find out what SMU graduates are up to in their career journeys.

Undergraduate Alumni



Denise Naomi Ling

Bachelor of Business Management, 2017

Associate, Sales & Client Relations Support, Institutional Business, Franklin Templeton

My job

As a Sales & Client Relations Support Associate at Franklin Templeton, my role involves supporting relationship managers within the Institutional team in their client servicing and business development efforts across Southeast Asia.

How I got my job

The interview process consisted of several rounds including a written test and interviews with various departments. As I was pivoting from private banking at the time, the trickiest part of the interview process

was convincing the interviewers that I was the best fit for the role despite my lack of asset management experience.

As part of my interview preparation, I conducted thorough research on the company and reached out to my peers within the asset management industry to gain practical insights. Being diligent in my preparation helped me to demonstrate my passion for the role and showcase the value I could bring to the table. Keeping abreast of financial news and embarking on the Chartered Financial Analyst examinations also helped to convey my genuine interest in the industry. Striking a good rapport with the interviewers was ultimately crucial in establishing my fit with the team.

“Adaptability, resilience and out-of-the-box thinking are key assets in navigating the uncertain world we live in today.”

The highs and lows

The best aspect of my job is being able to see tangible results and adding value to the work I deliver, be it the preparation of meeting decks or the resolution of client issues. Delivering above and beyond client expectations never fails to bring me a sense of satisfaction. Being in a client-facing role also entails plenty of variety – everyday comes with exciting challenges of its own.

Most importantly, teamwork is key, and I am thankful for a supportive team

that believes in open communication and striking the right balance between autonomy and guidance.

Conversely, the challenges include understanding the complexity of institutional clients and their servicing needs, which can be a steep learning curve at the start. Franklin Templeton encourages an open and collaborative culture where internal stakeholders are happy to address questions. This has been immensely helpful in getting me up to speed.

My happiest moment at work

My most memorable period was my first round of portfolio review meetings that occurred shortly after joining the company. It was a challenge working with extremely tight deadlines, but there was great satisfaction gained after a successful round of client meetings.

Some advice

Expect the unexpected. Adaptability, resilience and out-of-the-box thinking are key assets in navigating the uncertain world we live in today.

Careers services

SMU's networking sessions enable undergraduates to learn more about the industries they are interested in.



Kelvin Fan

Bachelor of Business
Management, 2019

Associate Consultant, Bain & Company

My job

I own a distinct part of the project and identify, gather and analyse data to drive insights. There is also a good deal of communication involved, from presenting findings to your case team and clients, co-creating solutions or requesting data from clients, and conducting interviews with a wide range of profiles. Outside of case work, I am involved in many “CCAs”, office and regional events that are great for getting to know people within the firm.

How I got my job

I sat for an online assessment, followed by a first-round and a final-round interview, involving two case studies each. As I was on international exchange at The Wharton School, University of Pennsylvania at that time, I interviewed with the San Francisco office for the first round and the New York office for my final round. Interviewing overseas definitely allowed me to experience the global network of the firm!

The highs and lows

Meaningful and worthwhile endeavours are never easy, and that sums up what being a consultant is like. It's a tough job; you are solving problems for the biggest companies in the world. There are new challenges every day that are part and parcel of personal and professional development. But at the end of the day, the satisfaction of driving impact on such a large scale and being supported by peers and case leadership on this journey is what makes the job fun, sustainable and worthwhile.

“Your course of study does not matter as much as your passion for what you want to do in life.”

My happiest moment at work

Global training in the United States was definitely a highlight for me. I made amazing friends and informal mentors from other Bain offices around the world and thoroughly enjoyed cracking

cases and modules with my team. On top of that, on the last day of training, our trainer arranged a feedback chat with each of us, and to hear him say “I would be happy to have you on my team any time,” among other things, was the most heart-warming and meaningful words I could have ever asked for!

Some advice

Your course of study does not matter as much as your passion for what you want to do in life.

Careers services

Credit goes to SMU's Dato' Kho Hui Meng Career Centre for the Finishing Touch workshops, for pulling together tonnes of info sessions and maintaining great relationships with employers. Some coaches even help their coachees by connecting them with their personal network.



Kuek Kai Liang

Bachelor of Laws, 2018

Legal Associate, Eldan Law LLP

My job

As a litigation associate, I am involved in all aspects of running a disputes file. That means an involvement from the moment the client walks through the door to the moment the dispute is argued in court. Being so intimately involved with the file presents an opportunity to go beyond developing my advocacy skills. I have come to realise the importance of the client-facing aspect in a service industry such as mine.

How I got my job

Any prospective employer is only trying to get to know you. I was honest and spoke completely from the heart during the interview. I knew exactly what I wanted from the firm and they were able to give that to me.

The highs and lows

I cannot stress how fortunate I am to have found an understanding boss. Having a boss that understands motivates me to go above and beyond. The job is inherently challenging – files may be similar, but never the same. Ideally, we are all incredibly disciplined, and I am still striving towards that ideal.

“The only boss you should want to work for is one that believes in you.”

My happiest moment at work

Gaining the trust of my boss, leading to my two most memorable “projects”. The first

was conducting my first client meeting wherein my boss told me to “advise them in my absence” and the second was devising a strategy for a pharmaceutical/patent dispute in the High Court.

Some advice

Do not feel that you should settle for a firm because you have “no choice.” Keep searching. Do not settle. I recommend honesty, simply because if they listen to your honest answer and decide they would rather pass on you, that is not a firm you want to join. The only boss you should want to work for is one that believes in you.

Careers services

Most importantly, SMU’s Career Centre helped me with the basic ins and outs of the job search process from the preparation of the relevant documents such as resume and cover letters, right down to mock interviews. Additionally, my career coach put me in touch with potential employers that fit my skill set.



Robin Pho

Bachelor of Business Management, 2004

Founder/CEO, Right People Renewable Energy

My job

As CEO and founder of the company, “CEO” stands for “chief everything officer”, not “chief executive officer”. I do not have to do everything, but I am responsible for everything in the company. As a young start-up, HR is a very important aspect, and we are still building a good team and looking out for good people who are a right match for our company.

I do my best to save the planet by designing and engineering a renewable

energy solution for our clients by understanding their needs and solving them with the latest and most innovative technology. Significant time is spent on client education too, as we have to keep educating, updating and meeting the clients.

I also cover financial matters such as ensuring sufficient cash flow, paying staff salaries and rent, funding R&D to stay at the forefront of innovation, and building working capital, among others.

The highs and lows

High points include being able to employ the disabled and minorities in socially purposeful roles; installing our photovoltaic systems in rural and isolated locations; and attaining the B Corp Certification, awarded to businesses that meet the highest standards of verified social and environmental performance, public transparency and legal accountability to balance profit and purpose.

However, some lows include the departure of good staff after investing a lot of time, money and trust in their

hiring and training; losing deals when clients do not understand or appreciate the technology despite our best effort in educating them; and being away from family, especially when I travel and leave my twin boys behind.

“As CEO and founder, to me, “CEO” stands for “chief everything officer”, not “chief executive officer”.”

Some advice

Being a founder has its fair share of challenges, and an alternative is to be employed first in the industry you like, and learn from experts who have a lot more experience. You could treat that as a training ground, to acquire skills and gain access to networks and trainings otherwise not attainable, especially as a fresh graduate. Another approach is to execute innovative ideas to transform your organisation by using available resources from accelerator programmes. Your entrepreneurship skills could be showcased internally in the organisation.

Careers services

The Finishing Touch Programme, offered by SMU's Career Services Centre, was very helpful in teaching us how to update and format a competitive resume, dressing right for an interview to showing up for an interview with adequate preparation. We hope to hire

well-rounded, versatile fresh and MBA graduates from SMU. Our desire is to welcome "The RIGHT People" in joining our mission to combat the climate crisis.

Postgraduate Alumni



Feng Shihui

Master of Science in Applied Finance, 2016

Management Trainee, Bank of China Singapore Branch

My job

The Management Trainee programme in Bank of China (BOC) provides different kinds of foundational banking knowledge trainings and rotation experience based on our interests. Currently, I work as a relationship and product manager to support large and multi-national companies with an extensive range of financial services, mainly focusing on structured finance including merger and acquisition finance and project finance.

In addition, I have the opportunity to drive strategic projects and develop total banking relationships with a great variety of outstanding corporate customers.

My postgraduate programme

Though recommended for admission to a famous university in Beijing, I decided to further my studies in SMU. Equal to its reputation, SMU

provides an interactive, participative and technologically-enabled learning experience. Happiness accompanied with pressure, I have gained much knowledge through several interesting and useful modules, improving macro theories, quantitative methods and applied solutions. It is still a point of pride when I review projects and reports finished together with my classmates from different backgrounds. Besides, the various events and lectures SMU held were helpful to open my mind and extend my network.

How I got my job

The year I applied to the BOC Management Trainee Programme, it was laid down that all applicants must sit for a written exam. The exam required a wide spread of financial knowledge and only half of the applicants would enter the next round. Personally, I found it quite easy after the intensive training my Master of Science in Applied Finance gave me. As for the other rounds of interviews, my career coach really helped me a lot by discussing possible questions, preparing materials and practising mock interviews. With the help, I passed all rounds of interviews for BOC.

Highs and lows

Like all fresh graduates, I started my career with lots of basic and supportive work – and also sometimes felt down, even questioning the meaning of my job. With some self-adjusting and hard work, I gained precious experience

and improved my ability, leading me to an interesting and challenging professional area.

Focusing on structured finance at BOC, we have a great platform and enough resources to support business plans and projects across regions and industries. Learning and growing at one of the largest banks in the world, I know there is still a long way to go and I will seize the opportunities to make the journey better, like all SMUers.

"One essential thing I would like to remind everyone – as well as myself – is to never stop thinking and improving, wherever and whenever."

Some advice

Fresh graduates like me always take first jobs too seriously, and find ourselves unable to make quick and right decisions. Speaking from experience, it is more important to figure out where your passion and direction lie rather than blindly submitting resumes to the whole world. Stay confident, keep working hard, expel panic from your system and focus your mind. One essential thing I would like to remind everyone – as well as myself – is to never stop thinking and improving, wherever and whenever.



Johnny Zhao Hanqing

Master of Professional
Accounting, 2017

Senior Associate, Deloitte Singapore

My job

My job involves the entire process of external audit, and my portfolio niches, in hotelier and marketing clients. Our day-to-day work scope mainly includes audit testing and analysis, client discussion, monitoring and reporting the engagement progress and guiding the junior associates.

My postgraduate programme

I joined the Master of Professional Accounting (MPA) programme as my

previous degree was not under the International Financial Reporting Standard framework. However, the MPA programme offered me much more than I expected in terms of professional skills and alumni network; both helped me a lot in my career development.

How I got my job

The interview challenged me and tested the application of what I learned from textbooks as well as professional skills.

“Try everything, even if you make mistakes. That is how you will learn and develop.”

The highs and lows

The key take away I have from Deloitte Singapore is the aspect of how I look at a problem, as well as the skill sets the firm has trained me in. It feels great when I am finally able to see the bigger picture and know what I am doing in the process of completion and optimisation of the engagement. I have experienced moments of self-doubt, but there is always a silver lining.

My happiest moment at work

Other than meeting numerous deadlines, my happiest moment was kick-starting the first-ever Deloitte band in company history with the support of our talent partner. “The Shenton Way” has allowed me to make an impact in Deloitte, and this passion in music has allowed me add value to my work-life balance.

Some advice

Try everything, even if you make mistakes. That is how you will learn and develop.

Careers Services

My career coach helped me a lot before I even joined the workforce with countless discussions, mock interviews, professional consultations, and, most importantly, giving me the support I needed whenever I had doubts or encountered difficulties. The Career Centre also tried their best to give us a lot of opportunities and resources, and I am still benefiting from them, even after graduation.



Kenneth Chong

Master of Human Capital
Leadership, 2018

Regional Head, Talent Management
Funding Societies

My job

I champion my company's efforts to attract, motivate, grow and retain the best talents. My focus includes designing and implementing talent management strategies and programmes for talent acquisition, leadership development, and compensation and benefits.

I also work closely with the company's leadership team and HR Business Partners to identify talent needs and create strategic solutions for improving talent experience.

“Having been in the workforce for six years, I discovered the significance of Human Capital, and found meaning and purpose in it.”

My postgraduate programme

Having been in the workforce for six years, I discovered the significance of human capital, and found meaning and purpose in it. Being relatively new, I felt a need to develop a more strategic mind-set to increase the value of my contributions to my organisation's talent agenda and overall business strategy.

I was drawn to SMU's unique pedagogy emphasising on leadership communication, negotiation and analytical skills, and believed that the Master of Human Capital and

Leadership's unique blend of HR and MBA modules would give me good grounding in my career.

How I got my job

I was interviewed by the Head of Talent Operations, the Chief Talent Officer, the Chief of Staff, and the CEO on separate occasions. They were looking for someone who had a good mix of knowledge on talent management and hands-on experience, and more importantly, someone who would be a strong culture fit with the organisation. I believe my knowledge and experience, combined with the evidence-based approach I take towards HR, set me apart and helped me clinch the job.

The highs and lows

A lot of talent management initiatives are long-term focused. It is most rewarding when I see the organisation growing and reaping the benefits of talent initiatives that have been implemented.

However, the most challenging aspect of working in a start-up is that there is a lot of HR debt to clear. But because time does not stand still, we also have to be forward-looking while continuing to pay our debts.

My happiest moment at work

My first week of work, the Talent Programme Manager and I were told that we needed to roll out a competency framework for all functions across the entire region in two weeks! We racked our brains, pulled our resources, flew down to each country to consult with the leaders of each function, and managed to develop a fairly comprehensive competency framework. I am happy

to say that this competency framework has become the foundation from which a lot of our other initiatives are based.

Some advice

There are two important qualities that I hold dear. The first is grit – the passion and sustained persistence applied toward long-term achievement. The second is a growth mind-set – the belief that most basic abilities can be developed through dedication and hard work which create a love of learning and a resilience that is essential for great accomplishment. With these two qualities, I believe anyone can excel at what they do.

Careers services

The SMU Career Services team engaged with our cohort right from the get-go. They opened the doors to a lot of opportunities and provided personalised advice to individuals in line with our career aspirations.



Ma Yake

Master of Science in Financial Economics, 2019

Research Data Management, Associate, Government of Singapore Investment Corporation (GIC)

programme. It enriched my knowledge, improved my English, and also gave me more opportunities to get to know what a career in finance entails.

“Be mature, positive, and grateful to people and life.”

How I got my job

I got to know about the Government of Singapore Investment Corporation (GIC) at SMU's career fair, and I submitted my application on the company's website. A few days later, after two phone interviews with the hiring manager, I knew I was in the running for this position. By showing my maturity, enthusiasm and ability to get the work done, I moved on to the next round for an interview with managers and HR, and got the offer.

The highs and lows

I love what I do because it is the area I wanted to specialise in. I am very grateful to have landed this job upon graduation, so I must cherish this opportunity and put in the effort to do it well. However, I only picked up basic programming skills from my course, so while it was challenging, I had the chance to explore programming skills more at work.

My happiest moment at work

I try to be a quick learner at work. Whenever I manage to get the Python code to run successfully, I know I will be very happy. Every month, I also need to complete a data engineering project, which typically takes me about two weeks to complete. I always feel a sense of accomplishment whenever I finish it as it means I am a slightly more experienced worker.

Some advice

The necessary knowledge and skills are very important, so make full use of the course. More than that, always keep a right attitude towards work. Last but not least, be mature, positive, and grateful to people and life.

Careers services

The Career Centre is very resourceful. The many career fairs they organised helped me get to know more about companies I may be interested in as well as the functions of some specific positions, and the work situation in Singapore. My career coach was also really helpful, and helped me improve my resume and prepare for the interviews. The numerous information sessions also gave me opportunities to make friends and brush up on my interpersonal skills.

My job

My current job involves data management and data engineering. Data management is managing databases on customer relationship platforms, while data engineering includes using AI platforms and Python skills to extract target data from original files.

My postgraduate programme

After graduating with a bachelor's degree in international business, I wanted to learn more about finance and economics in SMU's postgraduate



Marco Antonius

Master of Science in
Management, 2018

Strategy and Operation Analyst, PT.
Bank Central Asia (BCA)

My postgraduate programme

Pursuing postgraduate studies gave me useful glimpses into how businesses run in the real world and how to connect with others in it. Some benefits of obtaining a postgraduate degree were being able to land my desired career in the banking industry relatively quickly, and contributing the knowledge I picked up in SMU to my team at work.

"I believe that I successfully landed my job because SMU trained me to argue and lay out my opinions clearly."

The highs and lows

I love to do research as a means of solving problems. Moreover, as a consultant, I draw motivation from client buy-in, and relish the challenge of dealing with more experienced parties – with research to back me up.

My happiest moment at work

I am happy whenever a client accepts our ideas and we successfully implement them. My biggest achievement, however, implementing a customer relationship management software for a client to increase their efficiency in selling products.

My job

As a consultant for PT. Bank Central Asia (BCA), I help each business unit achieve its desired goal. It involves designing strategies for the company to adopt that are time-efficient, can simplify processes, and increase revenue. Research is also part of my day-to-day responsibilities as I need to benchmark other financial institutions in areas regarding technology and business models.

How I got my job

As is common in the banking industry, my job assessment comprised a psychological test, focus group discussion and interview with the HR and potential future supervisor. The trickiest part was the focus group discussion – it requires an ability to argue and be reactive on thinking. I believe that I successfully landed my job because SMU trained me to argue and lay out my opinions clearly.

Some advice

For aspiring and current SMU students, you need to be as active as possible during your classes. It will help train you to be more reactive and confident – the most important things you need when you are working.

Careers services

I feel the Career Centre helped me land my current position by inviting many guest speakers to the campus to motivate me. It also helped me gain insights into different industries, which was vital in choosing where I wanted to go upon graduation.



Miketa Sharma

Master of Business
Administration, 2018

Brand Lead, Sanofi Consumer
Healthcare

My postgraduate programme

Obtaining a Master of Business Administration was always on my bucket list, and I enjoyed the journey. Now, I am a lot more confident in tackling complex business problems and working with cross-functional diverse teams.

How I got my job

I started working at Sanofi as a Marketing Intern. The internship was quite challenging and there was a steep learning curve, but the work was interesting and kept me motivated. I never refused work and was quick to grab a few opportunities to present in front of the leadership team, which gave me good visibility and allowed others to get to know about my work. Consequently, my internship was converted to a full-time job.

The highs and lows

The best part of my job is that I get to do exactly what I had imagined myself doing, so that keeps my energy and enthusiasm high. I feel empowered to make decisions that have an impact. Being based at the regional office and working on a project that involves multiple countries and products comes with its own challenges. You need to always be "on your toes" and learn to work effectively with diverse teams to drive the project.

My happiest moment at work

I think my biggest achievement was to convert my internship and to be able to meet my manager's expectations. The project that I am working on is close to my heart as I have been on board right from the beginning and it has been a fantastic journey.

My job

I am presently working on an innovative project for Sanofi Consumer Healthcare business, leading a brand launch for a range of OTC products across multiple markets.

“You need to have a very healthy working relationship with your manager, because when the right time comes, your manager will be your biggest cheerleader and supporter.”

Some advice

Be resilient, always show a positive attitude towards learning and taking up new things, and always keep an eye on opportunities and grab them at the right time. You also need a healthy working relationship with your manager because your manager will be your biggest cheerleader and supporter.

Careers services

SMU's Career Centre played a very important role for all of us; they guided us in improving our resumes and also helped arrange workshops and career fairs. All this support helped us extensively in networking and finding the right companies for our career aspirations. SMU has a strong alumni network and they continue to play a crucial part in helping us make important career choices. I am very grateful for everything that SMU has provided me!



Song Xuejing

Master of IT in Business, 2018

Business Analyst, DBS Bank

My postgraduate programme

I chose finance as my major for undergraduate studies, and in my last year of university, discovered the field of data analytics – which inspired me to pursue a master's degree. It was a bit tough at the very beginning since it was a totally new environment with a completely different way of studying, but the group projects really helped me brush up my communication and cooperation skills to boost efficiency.

pressure impacted my performance. On the other hand, what I like most about my job is that I can feel every decision we make really helps us achieve our goals, and keeps me motivated.

“Do not be scared of making mistakes, especially at the very beginning.”

Some advice

Solid technique skills will help a lot in daily work, but more importantly, soft skills like communication and partnership will speed up the pace of immersion. Do not be scared of making mistakes, especially at the very beginning. Make mistakes and learn from them. If you are facing some issues, be sure to investigate and ask questions.

Careers services

SMU's Career Centre helped me with my resume, clearing up unnecessary mistakes, and detailing previous working experiences.

My job

I design, develop and provide timely dashboard/MIS reports to help product managers and management to drive the business; conceptualise initiatives based on customer behaviour and design campaigns to drive customer engagement and marketing effectiveness; understand business requirements, leverage on internal and external data to provide analytical insights and solutions; and work closely with the Cards Portfolio business team to develop engagement strategies.

How I got my job

Thanks to my six-month internship at DBS Bank, I had a better understanding of the banking industry, as well as the reassurance that I wanted to focus my career in a payment-related field. The interview process included face-to-face interviews and technical tests on topics such as SQL, which is used at work.

The highs and lows

The first few weeks at work was the most challenging for me as I needed to be adaptable as a new employee in order to learn and work in a team. There were so many things to remember, and the

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LOCATION

- Singapore – Central
- International – BDO's global organisation extends across 167 countries and territories, with 88,120 people working out of 1,809 offices – and they're all working towards one goal: to provide our clients with exceptional service.

BUSINESS FACTS

Established in 1972 and a member firm of BDO International since 1979, we offer a full range of services including audit, corporate finance and risk advisory.

Our clients are from most fields of business in Singapore and include subsidiaries of multi-national corporations, public and private companies operating in diverse industries, including transportation and publishing. Some of our clients are well-known, while many are medium-sized emerging businesses.

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DEGREE DISCIPLINES

- Accounting
- Business Administration
- Finance
- IT & Computer Sciences

CAREER SECTORS

- Accountancy and Financial Management
- Banking and Financial Services
- Consulting
- IT and Technology

APPLICATION PROCEDURES

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LOCATION

- Global – Singapore & International

BUSINESS FACTS

CapitaLand is one of Asia's largest diversified real estate groups. Headquartered and listed in Singapore, it owns and manages a global portfolio worth S\$131.7 billion as at 30 September 2019. CapitaLand's portfolio spans across diversified real estate classes which includes commercial, retail; business park, industrial and logistics; integrated development, urban development; as well as lodging and residential. With a presence across more than 200 cities in over 30 countries, the Group focuses on Singapore and China as its core markets, while it continues to expand in markets such as India, Vietnam, Australia, Europe and the USA.

Our competitive advantage is our significant asset base and extensive market network. Coupled with extensive design, development and operational capabilities, we develop and manage high-quality real estate products and services. We also have one of the largest investment management businesses in Asia and a stable of eight listed REITs and business trusts as well as over 20 private funds. Since it pioneered REITs in Singapore with the listing of CapitaLand Mall Trust in 2002,

CapitaLand's REITs and business trusts have expanded to include Ascendas REIT, CapitaLand Commercial Trust, Ascott Residence Trust, CapitaLand Retail China Trust, Ascendas India Trust, CapitaLand Malaysia Mall Trust and Ascendas Hospitality Trust.

Working at CapitaLand provides you the opportunity to work alongside a vastly talented international workforce, while you gain access to skills and development programmes aimed to promote continual learning. This happens through strategic, integrated and quality learning programmes for professional and personal development, at all stages of your career.

DEGREE DISCIPLINES

- Open to all disciplines

CAREER SECTOR

- Property and Real Estate

APPLICATION PROCEDURES

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WEB www.cpf.gov.sg/careers

EMAIL hr@cpf.gov.sg

LOCATION

- Singapore – Central

BUSINESS FACTS

We help more than four million Central Provident Fund (CPF) members save for their retirement, healthcare and housing needs. Our schemes touch our members across various life stages, and we serve knowing that we can make a difference. As long as you have the passion and commitment to serve the public, you will find your niche in our big family that consists of more than 50 departments in the following job families:

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Looking to develop your potential as a future leader in a meaningful career? Our Management Associate Programme (MAP) will provide you with exposure and accelerated growth through structured rotations, mentorship, and leadership programmes. If you are driven, innovative, and a team player, join us to make a difference in the lives of CPF members.

Application for MAP is open from January to March 2020, and August to December 2020.

DEGREE DISCIPLINES

- Open to all disciplines

CAREER SECTOR

- Public Sector

APPLICATION PROCEDURES

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LOCATION

- Singapore – East

BUSINESS FACTS

As the airport company managing Changi Airport, Changi Airport Group (CAG) undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. We operate Singapore Changi Airport, the world's most awarded airport, and our subsidiary, Changi Airports International, helps develop and manage airports worldwide. Our people are our most important asset in our mission to be the world's leading airport company by nurturing a vibrant air hub in Singapore and enhancing the communities we serve worldwide. We aspire to build a company where ordinary people achieve extraordinary results. Our people have a passion for service and are committed to teamwork, integrity and excellence. Working together with colleagues and partners to achieve the best outcome, we deliver innovative services and create a world-class experience for our customers.

Changi Airport Group offers a unique work environment in a global, vibrant and exciting airport community. With a set-up of multiple businesses, we present challenging work and diverse opportunities for our employees to further their personal and professional growth, providing a platform for them to develop and see through their ideas and contributions, making an impact on our organisation and the communities we serve locally and globally.

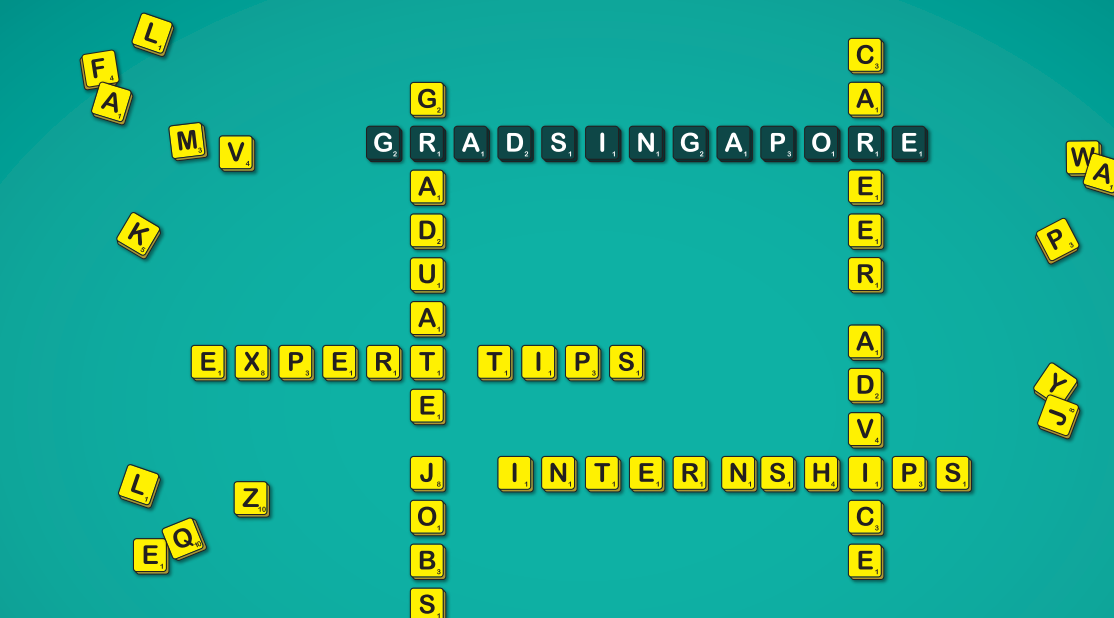
DEGREE DISCIPLINES

- Accounting
- Business Administration
- Economics
- Engineering
- Finance
- Humanities, Art and Social Sciences
- IT and Computer Sciences
- Law
- Property and Built Environment

CAREER SECTORS

- Aviation, Transport and Supply Chain
- Hospitality, Leisure and Tourism

APPLICATION PROCEDURES

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LOCATION

- Singapore

BUSINESS FACTS

At the Defence Science and Technology Agency (DSTA), we develop leading-edge technological and engineering solutions for the defence and security of our nation.

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DSTA is committed to develop you holistically with our comprehensive professional and personal development programmes. You will grow in a collaborative and dynamic environment where innovation thrives and you can immerse yourself in work that truly matters.

If you are looking for a fulfilling and meaningful internship or career, join us to make an impact on the defence and security of the nation.

DEGREE DISCIPLINES

- Business Administration
- Economics
- Engineering
- Humanities, Art and Social Sciences
- IT and Computer Sciences

CAREER SECTORS

- Engineering, Design and Manufacturing
- IT and Technology

APPLICATION PROCEDURES

Applications are accepted year-round.

Learn more about DSTA on our website. You may email us at internship@dsta.gov.sg or hrjobs@dsta.gov.sg if you have any enquiries pertaining to internship or careers.



DEVELOPING A MEANINGFUL CAREER

NAME: Ryan Loo

DEGREE: Bachelor of Science (Information Systems), Singapore Management University, 2017

ROLE: Senior Engineer (Information)

EMPLOYER: Defence Science and Technology Agency (DSTA)

MY JOB

As a developer in DSTA's Information Programme Centre, I build systems to extract meaning from data in today's information-saturated world. My team uses data analytics and artificial intelligence to strengthen the Singapore Armed Forces' ability to identify potential threats, and also piece together insights for better awareness and coordination.

Another application of my work is for humanitarian assistance and disaster relief efforts. In the event of a natural disaster or crisis, we help monitor ground situation developments and keep the relevant authorities updated.

HOW I GOT MY JOB

Having meaning in my work is very important to me. Hence, the idea of a career that could contribute to national defence, capitalise on my interest in data analytics, and allow me to grow my skill set was very attractive. After applying for a position, I prepared myself by reading up on DSTA's diverse range of work and projects, and during the interview, I shared my aspirations and clarified on career development at DSTA. Seeing how passionate my interviewers were about their work reassured me on my choice. Give the DSTA internship programme a try and see for yourself - the technologies, our people, and nurturing culture.

THE HIGHS AND LOWS

I get to work on cutting-edge tech, which I am naturally excited about. With the swift pace of technology progress, we have to keep up-to-date with the latest developments. Within the digital realm, a key challenge is to tailor commercial solutions for our defence and security domain. On the other hand, this also presents many opportunities to innovate. It also signifies that we do not just settle for the status quo, but strive for creativity and flexibility instead.

MY HAPPIEST MOMENT AT WORK

Seeing a project finally being deployed and becoming an integral part of our defence capabilities is really satisfying. There is no doubt that our efforts go a long way in maintaining Singapore's stability and peace.

The learning opportunities available and a strong team mentality help make work enjoyable too. I have made many good friends and mentors here who I can unwind and have fun together with after work.

SOME ADVICE

Think about your answers to these questions: "What do I want?" and "What am I willing to do about it?" This will guide you to choose a job where you look forward to coming to work every day and learning new things too.

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EMAIL career@greateasternlife.com

LOCATION

- Singapore

BUSINESS FACTS

A market leader and a well-established trusted brand in Singapore and Malaysia, Great Eastern was founded in 1908. With S\$85.0 billion in assets and over 4 million policyholders, it has three successful distribution channels – a tied agency force, bancassurance, and a financial advisory firm, Great Eastern Financial Advisers. The Group also operates in Indonesia and Brunei and has a presence in China as well as a representative office in Myanmar.

The Great Eastern Life Assurance Company Limited and Great Eastern General Limited have been assigned the financial strength and counterparty credit ratings of “AA-” by Standard and Poor's since 2010, one of the highest among Asian life insurance companies. Great Eastern's asset management subsidiary, Lion Global Investors Limited, is one of the largest private sector asset management companies in Southeast Asia.

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DEGREE DISCIPLINES

- Open to all disciplines

CAREER SECTOR

- Insurance and Risk Management

APPLICATION PROCEDURES**Financial Representatives**

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Corporate Positions

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GREAT Wealth Advantage is a regular premium whole life investment-linked plan that provides protection against Death, Total and Permanent Disability and Terminal Illness. Please refer to the product summary for details. Terms and conditions apply.

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The above is for general information only. It is not a contract of insurance. The precise terms and conditions of this insurance plan are specified in the policy contract. As buying a life insurance policy is a long-term commitment, an early termination of the policy usually involves high costs and the surrender value, if any, that is payable to you may be zero or less than the total premiums paid.

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Information correct as at 17 April 2019.

The Great Eastern Life Assurance Company Limited (Reg No.1908 00011G) 1 Pickering Street, #01-01 Great Eastern Centre, Singapore 048659

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Ministry of Education
SINGAPORE

MINISTRY OF EDUCATION

1 North Buona Vista Drive, Singapore 138675

TEL + [65] 6872 2220

WEB www.moe.gov.sg/careers

EMAIL FOR ENQUIRIES contact@moe.gov.sg

LOCATION

- Singapore

BUSINESS FACTS

The Ministry of Education (MOE) has a strong and dynamic team of educators and executive and administrative staff who support our nation's education network.

Education Officer/Teacher

You will play a pivotal role in equipping our children with the knowledge and skills they need, grooming them into well-rounded and responsible citizens of tomorrow. There are three career tracks available for our teachers to reach their fullest potential: Teaching, School Leadership and Senior Specialist Tracks.

School Counsellor

As a School Counsellor, your primary role is to work with staff, students, parents, external professionals and community agencies to provide quality school counselling support for students' mental health and social-emotional development.

MOE Kindergarten Teacher

As a Kindergarten Teacher, you will play a key role in providing our young with an enriched learning experience, nurturing their social skills and preparing them for lifelong learning. You will plan and deliver education programmes to help foster holistic learning and development for the children and be involved in parent and community engagement.

Management Executive

As a Management Executive, you will have career opportunities in areas such as policy formulation and implementation, organisational administration and operations both at the Ministry's headquarters and in schools.

DEGREE DISCIPLINES

- Open to all disciplines

CAREER SECTOR

- Public Sector

APPLICATION PROCEDURES

Apply online at [Careers@Gov](https://careers.gov.sg). Shortlisted applicants will be notified for interview(s)



PASSIONATE ABOUT TEACHING

NAME: Nur Azzah Amir Gany

DEGREE: Bachelor of Social Science (Psychology and Human Resource), Singapore Management University, 2010; Postgraduate Diploma in Education, National Institute of Education, 2011

ROLE: Subject Head, Student Leadership and Development at St. Patrick's School

EMPLOYER: Ministry of Education

MY JOB

A teacher teaches students, not the subjects. As an English Language teacher, I strive to nurture my students with an authentic appreciation of language as a medium to experience and navigate life. To this end, I engage them in multi-modal ways both in and out of the classroom. However, the biggest and most meaningful part of my job is character development. This means being a trusted adult and a mentor to my students, providing guidance, affirmation and redirection, where necessary.

HOW I GOT MY JOB

The selection process included a write-up and an interview. My experience in SMU equipped me with the confidence and skills of writing and speaking with clarity and conviction, and presenting myself in a polished manner to tackle the interview with ease. My prior relief teaching experience also seemed to make a positive impression on the panel. I understand that a third component, a five-minute teaching demonstration, has been added to make the selection process more dynamic.

THE HIGHS AND LOWS

The best part of teaching are my students. In them, I see all the hope of the future. They are filled with energy and, given the right guidance and direction, they teach me as

much as I teach them. There are rewarding moments even with the most difficult students. Yet, teaching can definitely be tiring as the work is not just cognitive and physical, but also emotional. That said, you never quite clock off from work.

MY HAPPIEST MOMENT AT WORK

What makes me happy is seeing my students put in not just hard work, but also 'heart' work. Such instances are when my students give their all in activities such as serving food to the impoverished in Manila, teaching disadvantaged children in Thailand, or even just encouraging their peers in the classroom. When they exhibit the values of service and community, I feel like my labour of love has paid off as I have contributed to nurturing men of character.

SOME ADVICE

The adage "Get a job you love, and you'll never work a day in your life" is one that is particularly suited to the teaching profession. To choose to be a teacher is to choose a way of life. This way of life, while endlessly rewarding, also comes with many hectic days and some heart-breaking moments as teachers are in the business of moulding lives. Passion and a sense of mission are vital in sustaining teachers on their journey.

Is it wrong?
Or part of learning
what's right?

It is natural to make mistakes in the process of learning. That is why teachers play an important role in encouraging students to look beyond the wrong answers.

While they guide the students towards what is right, teachers also build perseverance and self-belief, helping students realise their full potential.

If this speaks to you, join us.

Belief. It begins with a teacher.
moe.gov.sg/teach



Ministry of Education
SINGAPORE

**MINISTRY OF FOREIGN AFFAIRS**

1 Sherwood Road, Singapore 248163

TEL +[65] 6379 7946**WEB** www.mfa.gov.sg/career**EMAIL** mfa_career@mfa.gov.sg**LOCATION**

- Singapore – Central

BUSINESS FACTS

A Foreign Service career is more than just a job. To be effective, Foreign Service Officers (FSOs) need to have a good grasp of world affairs and a firm understanding of Singapore's position. As a FSO, you are Singapore's bridge to the world. You will be involved in the formulation, review and implementation of policies related to your assigned portfolio. You must be versatile, be able to analyse issues critically, strategise and achieve outcomes. You need to be able to persuade and assert, and cultivate good interpersonal relations while keeping Singapore's interests at heart.

With 50 Overseas Missions around the world, a career with MFA offers unique opportunities and rewards. Throughout your career as a FSO, you will alternate between Singapore (HQ) and our Overseas Missions. Depending on your competency and inclination, you can develop your career in either the Functional and Corporate track or the Political and Economic track. As you progress within the Ministry, a series of varied and enriching assignments and milestone programmes will groom you for future leadership roles.

An exciting career of unparalleled opportunities on the frontline of global development awaits. For those of you who are up for the challenge, come join us at MFA!

DEGREE DISCIPLINES

- Open to all disciplines

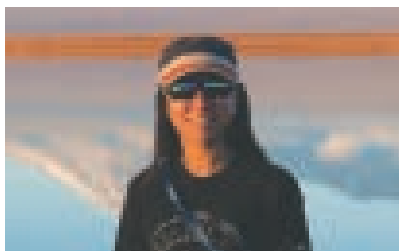
CAREER SECTOR

- Public Sector

APPLICATION PROCEDURES

Apply online at www.mfa.gov/career!

The screenshot shows a web browser window with the URL <https://www.gradsingapore.com/>. The page has a teal background. On the left, the text reads "Wondering what to do next?" in large white font, followed by "Look for graduate jobs and programmes at:" and a dark teal button with the gradsingapore.com logo and the tagline "Graduate jobs, internships & careers advice". A mouse cursor points at the button. On the right, there is an illustration of a man with a beard thinking, surrounded by icons for science (E=MC², atom, beakers), a globe, and question marks. A "Log In / Sign Up" button is in the top right corner.



ENJOYING UNIQUE WORK

NAME: Christine Ho

DEGREE: Bachelor of Business Management, Singapore Management University, 2008

ROLE: Assistant Director, Consular Directorate

EMPLOYER: Ministry of Foreign Affairs (MFA)

MY JOB

The Consular Directorate is in charge of the provision of assistance to overseas Singaporeans in distress. As part of a small team that oversees consular policy matters, some of our key responsibilities include overseeing our Honorary Consuls-General and sharing our key consular messages to the public. We also work closely with other agencies such as the Immigration and Checkpoints Authority (ICA) on passport- and visa-related matters, the Economic Development Board's Singapore Global Network on events to engage overseas Singaporeans, and the Elections Department on election-related matters.

HOW I GOT MY JOB

While applying for management training programmes, I heeded my friend's advice to try applying to MFA as well, as a career in the Foreign Service seemed unique. The selection process was long and tiring, but it provided a glimpse into the type of work MFA officers would do. As I was unsure whether I would be suited for MFA and the Public Service, I was brutally honest and left it to the interview panel to decide if they found me suitable.

THE HIGHS AND LOWS

I like the opportunity to travel abroad for work trips and to work overseas, and to have a better understanding of what is

going on around the world. I enjoy working with and learning from some of the best and brightest minds in MFA. The wide range of work responsibilities, many of which I had no prior experience in, and high expectations for MFA officers, are both gratifying and challenging.

MY HAPPIEST MOMENT AT WORK

I enjoy the moments when the career brings a big change in life, such as moving to Brazil and returning to Singapore after three years. The change in work environment, responsibilities and colleagues, while tiring, can be very exciting and brings with it many new opportunities. One of my biggest achievements was to assist and support Team Singapore and the accompanying delegations, including then-President Tony Tan, during the Olympic and Paralympic Games in Rio de Janeiro, Brazil.

SOME ADVICE

As the work is so unique, no amount of reading or hearing about MFA would adequately prepare you for the actual job. If you would like something more exciting and interesting than a regular desk job, and the prospect of seemingly endless days with fast-paced work and tight deadlines does not alarm you, try it. However, you must be willing to learn and have the right attitude, and understanding your limits and taking things one step at a time is equally important.



DEFENDING SINGAPORE'S INTERESTS

NAME: Felicia Chua

DEGREE: Bachelor of Laws, Singapore Management University, 2011

ROLE: Assistant Director, ASEAN Directorate

EMPLOYER: Ministry of Foreign Affairs (MFA)

MY JOB

In my current rotation as Assistant Director in the ASEAN Directorate, I help to craft policy recommendations and participate in multilateral negotiations to secure Singapore's interests in regional and ASEAN issues. I am also involved in organising visits by the Prime Minister and Foreign Minister to ASEAN summits and meetings.

MFA provides rotational opportunities within its headquarters and to Overseas Missions. Throughout the course of my career, I have also been posted to Brazil, and covered boundary and maritime issues.

HOW I GOT MY JOB

The selection process involved three rounds of interviews. The trickiest round involved a full day in the assessment centre during which we were asked to perform a range of MFA-related tasks, from helping a Singaporean in distress to defending a policy in a debate. While the assessment centre was certainly a nerve-racking experience, I thoroughly enjoyed the process, and it was in fact what really convinced me that I would enjoy work at MFA.

THE HIGHS AND LOWS

As a Foreign Service Officer, we cover a broad spectrum of work, ranging from international law, politics and economics, to helping Singaporeans in consular matters.

This often occurs against a backdrop where developments are unexpected and time-sensitive. While this presents a challenging environment, it is an excellent opportunity for character-building and to broaden one's perspectives of domestic and international current affairs. Knowing that I have helped to defend Singapore's interests or assisted a fellow Singaporean is another motivating factor in my job.

MY HAPPIEST MOMENT AT WORK

During my posting to Brazil, I had the opportunity to cover the 2016 Olympics and Paralympics. This involved managing the visits of the President and several ministers who travelled to Brazil to support Team Singapore, and working with relevant Brazilian authorities to ensure that Team Singapore was well cared for. We also organised a National Day Reception with then-President Tony Tan as guest of honour so Team Singapore and Singaporean supporters could stay connected to their roots even in far-flung Brazil!

SOME ADVICE

Work at MFA will be complex and demanding. But if we are willing to keep open minds and to learn, MFA opens doors to all sorts of interesting opportunities to expand our horizons, see new places and learn new skills, all the while as we defend our country's interests internationally.

MINISTRY OF FOREIGN AFFAIRS
SINGAPORE

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WEB <https://www.income.com.sg/careers/working-at-income>

LOCATION

- Singapore

BUSINESS FACTS

The only insurance co-operative in Singapore, NTUC Income was established in 1970 to make essential insurance accessible to all Singaporeans. We are now the leading composite insurer in Singapore offering life, health and general insurance.

Our wide network of financial advisers and partners provide value-added financial advisory that complements today's digital-first landscape, offering insurance products and services that serve the protection, savings and investment needs of customers at different life stages and across all segments of society.

As a company that is made different, we believe in attracting capable and dynamic individuals like you to transform Income. We are 'In With You' for your performance, growth, innovation and impact. Discover how you can develop professionally and personally as you build a meaningful career with us.

Job Roles

At Income, we value what's withIN. We're made different, right from the very people who work here. Our folks aren't cast from the same mould and we embrace everyone's unique personality, including their core attributes and quirky interests.

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We welcome all graduates to explore and indicate their interests on our career site.

DEGREE DISCIPLINES

- Open to all disciplines

CAREER SECTORS

- Insurance and Risk Management
- IT and Technology

APPLICATION PROCEDURE

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TEL 1800 270 1010 (Monday to Friday, 8.30am to 5pm)

WEB <http://careers.rsaf.gov.sg>

EMAIL afrc@defence.gov.sg

LOCATION

- Singapore

BUSINESS FACTS

We believe that given the right opportunities, your passion can be transformed into a truly exceptional profession. Our training opportunities transcend borders.

The RSAF collaborates with our counterparts all around the world, allowing our team to train with the world's best. Passionate professionals. Technologically advanced aircrafts and weapon systems. Together, they make us what we are today – a First Class Air Force that stands ready to defend Singapore and her interests.

The RSAF is a First Class Air Force, always ready to deter aggression and defend Singapore and its interests.

We will respond decisively to the full spectrum of missions from peace to war as part of an integrated Singapore Armed Forces (SAF). We will be superior in the air and decisively influence the ground and maritime battles.

The RSAF is founded on the core values and competencies of its World Class People

We are committed to the nation, the SAF, the RSAF and to one another.

Together we will overcome adversity with courage and fortitude.

Above all, our people are the heart of our organisation.

DEGREE DISCIPLINES

- Accounting
- Business Administration
- Economics
- Engineering
- Finance
- IT and Computer Sciences
- Maths
- Sciences
- Social Work
- Teaching and Education

CAREER SECTORS

- Aviation, Transport and Supply Chain
- Engineering, Design and Manufacturing
- Public Sector

APPLICATION PROCEDURES

Apply online via careers.rsaf.gov.sg



SMRT CORPORATION LTD

Paya Lebar Quarter (Tower 3), 2 Tanjong Katong Road, Singapore 437161

TEL + [65] 6671 7373

WEB <http://www.smrt.com.sg/>

EMAIL graduates@smrt.com.sg

LOCATION

- Singapore

BUSINESS FACTS

In line with Singapore's goal to build a car-lite society by 2030, we envision our rail network to be longer than networks in major cities such as Hong Kong and Tokyo, and comparable to current lengths in London and New York City. With existing rail lines now resourced through the New Rail Financing Framework (NRFF) and timelier investments in capacity expansion: replacement and upgrading of operating assets can be expected. With higher operations and maintenance standards, commuters can look forward to smooth and reliable rides.

Here in SMRT, we are committed to nurturing and developing rail professionals with the right competencies, operational exposure and mission-oriented mindset. We are looking for young and passionate individuals who want to make an impact in Singapore's rail industry by taking care of the needs of commuters and providing them with safe, reliable and customer-oriented train services.

Come on board as a Rail Engineer and join us on this meaningful journey!

DEGREE DISCIPLINES

- Business Administration
- Economics
- Engineering
- IT and Computer Sciences

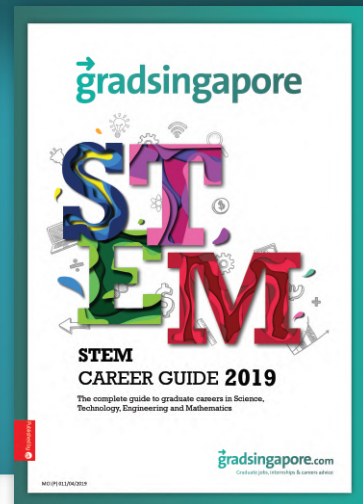
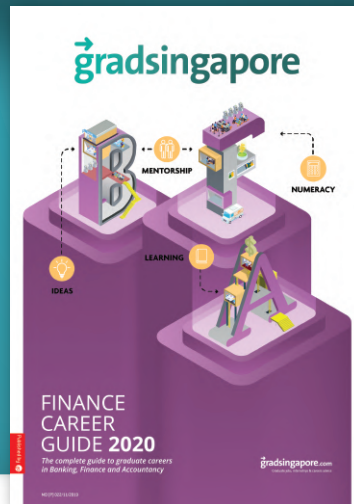
CAREER SECTORS

- Aviation, Transport and Supply Chain
- Construction and Civil Engineering
- Engineering, Design and Manufacturing
- IT and Technology
- Media and Advertising

APPLICATION PROCEDURES

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"I assess and approve MediShield Life claims to enable CPF members to pay for their hospitalisation bills. I also participate in the deliberation of MediShield Life policies with the Ministry of Health. Being able to help CPF members meet their healthcare needs gives me a sense of purpose and job satisfaction. I also like the supportive environment where everyone works together to achieve a common goal.

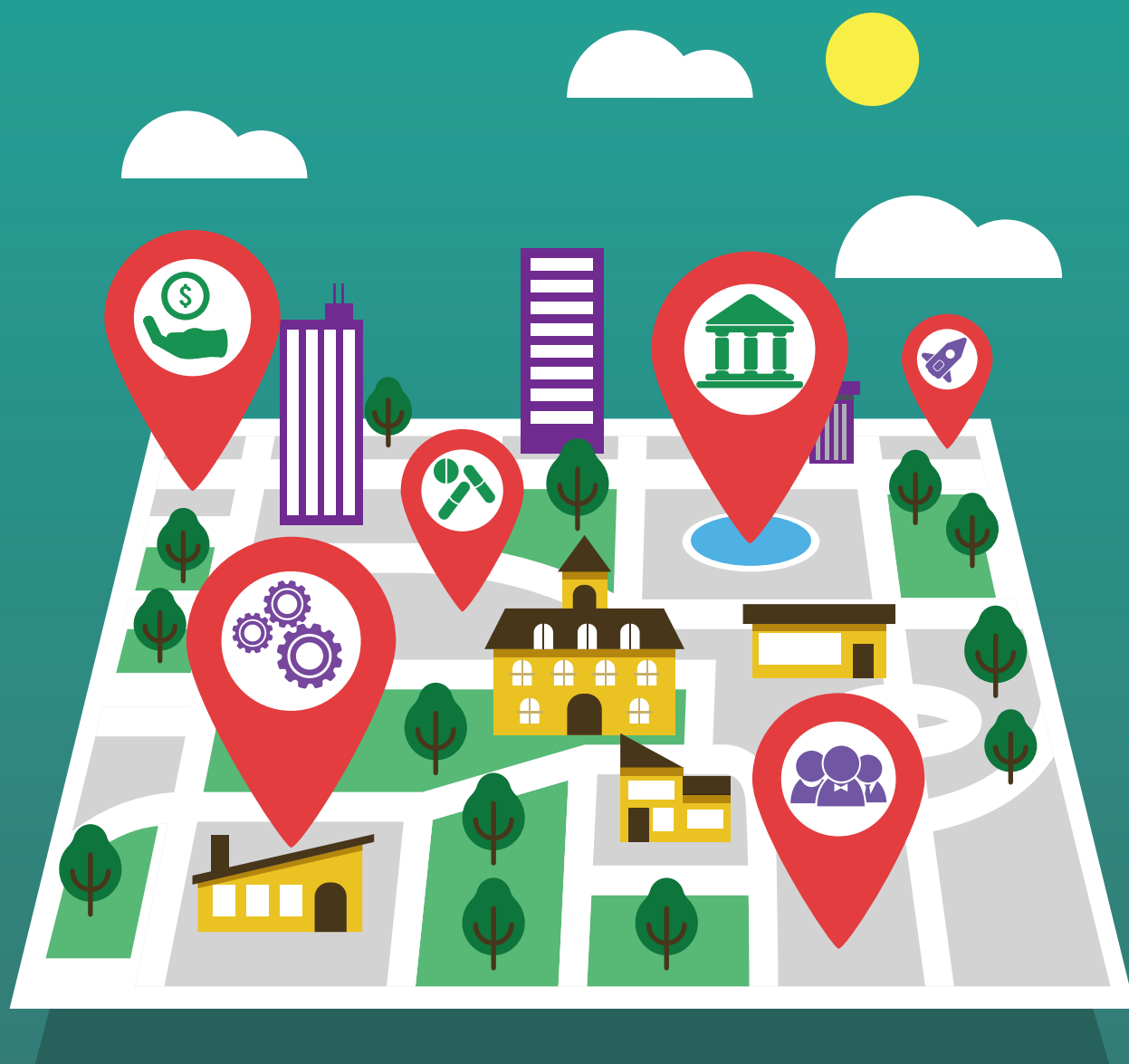
CPF Board is a place which allows me to achieve my work objectives, while balancing my personal and family life."

Sherline Swee
Senior Manager
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