

LIST OF TRAINERS AND ASSOCIATE TRAINERS

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

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10.	CHIA KIA LENG Associate (Part-time) Trainer	Diploma in Computer Studies	The National Centre for Information Technology	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Data Analytics ▪ Perform Advanced Excel Functions ▪ Perform Excel Functions
11.	CHIN CHEE WAI Associate (Part-time) Trainer	Master of Business Administration	Saint Leo University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Service Challenges L1: Respond to Service Challenges
12.	CHOO MUI SEOK KATHERINE Associate (Part-time) Trainer	Bachelor of Education and Training	The University of Melbourne	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Effective Time and Stress Management
13.	CHONG HOCK CHAI ANICETUS Associate (Part-time) Trainer	Diploma in Mass Communications	Management Development Institute of Singapore	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Emerging Technology Synthesis ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Digital Marketing and Engagement ▪ Effective Time and Stress Management at the Workplace ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
14.	CHOW KOK WAH ANDREW Associate (Part-time) Trainer	Bachelor of Business Administration	Thames Valley University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Digital Marketing and Engagement
15.	CHOW WENG YING TERENCE Associate (Part-time) Trainer	Bachelor of Science with Second Class Honours in Business and Management Studies	University of Bradford	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project

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16.	CHUA SER LIANG RAYMOND Associate (Part-time) Trainer	Diploma in Electrical Engineering	Singapore Polytechnic	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
17.	DANIEL THEYAGU Associate (Part-time) Trainer	Master of Education	University of Sheffield	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Design Thinking for Operations (SF)
18.	DAUD BIN RAHMAT @ DAUD BIN RUSLI Associate (Part-time) Trainer	Diploma in Management Studies	Singapore Institute of Management	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Emerging Technology Synthesis ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Digital Marketing and Engagement ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
19.	DEWI MAYA Associate (Part-time) Trainer	Master of Business Administration	Victoria University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project
20.	EVELNE RAGINI JOSEPH Associate (Part-time) Trainer	Bachelor of Engineering in Electronics & Communication	Pondicherry Engineering College	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ RPA Developer Foundation Training
21.	GOH HIN LAN Associate (Part-time) Trainer	Bachelor of Business Administration	La Trobe University Australia	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Effective Time and Stress Management at the Workplace ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-302G-1) ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project

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

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29.	KHOO BOO KOON DEREK Associate (Part-time) Trainer	Master of Science in International Marketing	University of Strathclyde	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to ▪ Achieve Personal Career Goals ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
30.	KOH BEE HOON Associate (Part-time) Trainer	Bachelor of Science In Computer Science	University of Wolverhampton	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Digital Marketing and Engagement ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis
31.	KOH BOON YI JOVIAN Associate (Part-time) Trainer	Graduate Diploma in Human Capital Management	Singapore Human Resources Institute (SHRI)	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project
32.	KOH CHEE KEONG ALVIN Associate (Part-time) Trainer	Bachelor of Business Systems	Monash University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Digital Marketing and Engagement ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis
33.	KONG SIEW-YIN ANGELINA Associate (Part-time) Trainer	Bachelor of Commerce with Second Class Honours (Division A)	The University of Western Australia	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Digital Customer Relations Ambassador - Capstone Project 1 ▪ Digital Customer Relations Ambassador - Capstone Project 2 ▪ Digital Customer Relations Ambassador - Capstone Project 3 ▪ Digital Customer Relations Ambassador - Summative Capstone Project
34.	KUTHUPDEEN MOHAMED THURAF Associate (Part-time) Trainer	Diploma at Professional Level	University of Cambridge International Examinations	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)

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35.	LAI SHEUAN SHYAN JOHN Associate (Part-time) Trainer	Bachelor of Arts	The Flinders University of South Australia	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Service Challenges L1: Respond to Service Challenges ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project
36.	LAVANYA GOPALAK- RISHNAPILLAI VALLIAMMAL Associate (Part-time) Trainer	Bachelor of Business Administration	University of Madras	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Project Management for All
37.	LEE YONG KWONG Associate (Part-time) Trainer	Bachelor of Arts (Arts and Social Sciences)	National University of Singapore	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Emerging Technology Synthesis ▪ Data Analytics ▪ Content Marketing Strategy ▪ Digital Marketing and Engagement ▪ Effective Business Writing ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Perform Advanced Excel Functions ▪ Perform Excel Functions
38.	LEK SOO ING Associate (Part-time) Trainer	Diploma in Computer Studies	Ngee Ann Polytechnic	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Data Analytics ▪ Perform Advanced Excel Functions ▪ Perform Excel Functions
39.	LIEN LEE HONG Associate (Part-time) Trainer	Bachelor of Science	San Francisco State University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Data Analytics ▪ Perform Advanced Excel Functions ▪ Perform Excel Functions
40.	LIEW CHIA WEI Associate (Part-time) Trainer	Master of Arts and Human Development	The George Washington University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ People and Relationship Management L1: Work in a diverse service environment powered by John Maxwell ▪ Service Challenges L1: Respond to Service Challenges
41.	LIM GUEK HOON FELICIA Associate (Part-time) Trainer	Bachelor of Arts with Honours (Business and Management)	Bath Spa University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)

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42.	LIM HWEE THENG BERNICE Associate (Part-time) Trainer	Bachelor of Science Economics	University of London	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ People and Relationship Management L1: Work in a Diverse Service Environment Powered by John Maxwell ▪ Service Challenges L1 (SF): Respond to Service Challenges ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from the Heart) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project
43.	LIM SIM HONG Associate (Part-time) Trainer	Master of Business Administration	Heriot-Watt University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
44.	LIM SWEE SUAT EUNICE Associate (Part-time) Trainer	Master of Science in Real Estate Investment and Finance	Heriot Watt University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Service Challenges L1: Respond to Service Challenges
45.	LIM YENG CHUAN Associate (Part-time) Trainer	Bachelor of Science (Psychology)	Central Queensland University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ People and Relationship Management L1: Work in a Diverse Service Environment powered by John Maxwell ▪ Service Challenges L1 (SF): Respond to Service Challenges
46.	LING LI PENG Associate (Part-time) Trainer	Bachelor of Science in Business and Management Studies (Marketing)	University of Bradford	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Emerging Technology Synthesis ▪ Content Marketing Strategy ▪ Digital Marketing and Engagement ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Data Analytics ▪ Perform Advanced Excel Functions ▪ Perform Excel Functions
47.	LOH YONG CHYE Associate (Part-time) Trainer	Bachelor of Science	National University of Singapore	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Fundamentals of the Personal Data Protection Act (PDPA)
48.	MADHAVI PRADHAN Associate (Part-time) Trainer	B.E Computer	University of Pune	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Project Management for All

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49.	MOHAMED FADHIL BIN MOHAMED ISMAIL Associate (Part-time) Trainer	Masters in Education	University of Adelaide	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
50.	MUNUSAMY J KUMAR Associate (Part-time) Trainer	Master of Business Administration with Merit	University of Sunderland	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Effective Time and Stress Management at the Workplace ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
51.	NEO WEE BENG Associate (Part-time) Trainer	Master of Business Administration	RMIT	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Service Challenges L1: Respond to Service Challenges
52.	NG SOI MUN SUSAN TIFFANY Associate (Part-time) Trainer	Bachelor of Business in Business Administration	Royal Melbourne Institute of Technology	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project
53.	NITA CHAUHAN Associate (Part-time) Trainer	Postgraduate Diploma in Marketing	The Chartered Institute of Marketing	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Service Challenges L1: Respond to Service Challenges
54.	NORAINNI BINTE ABDUL RAHMAN Associate (Part-time) Trainer	Postgraduate Practical course in Law	Board of Legal Education	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Fundamentals of the Personal Data Protection Act
55.	OOI SOOK BEE KRYSTINA Associate (Part-time) Trainer	Bachelor of Science with Second Class Honours First Division in Business Management Studies (Marketing)	University of Bradford	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ Service Challenges L1: Respond to Service Challenges ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project

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56.	PAT MUN FAI Associate (Part-time) Trainer	Master of Business Administration	University of Dubuque	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Digital Marketing and Engagement ▪ Effective Time and Stress Management at the Workplace ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project
57.	PNG GEK KIM CATHERINE Associate (Part-time) Trainer	Bachelor of Arts with Honours in History	The National University of Singapore	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
58.	RANI RAMASAMY Associate (Part-time) Trainer	Master of Arts in Applied Linguistics	Nanyang Technological University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Presentation Skills ▪ Effective Business Writing
59.	SALMAH SAMION Associate (Part-time) Trainer	Graduate Diploma in Training and Development	Singapore Human Resources Institute	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project
60.	SANTHANARAM JAYARAM Associate (Part-time) Trainer	Master of Business Administration	Oklahoma City University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ People and Relationship Management L1: Work in a Diverse Service Environment Powered by John Maxwell ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from the Heart) ▪ Service Challenges L1: Respond to Service Challenges ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project

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61.	SEOW WEI YUEN MARK Associate (Part-time) Trainer	Master of Training and Development	Griffith University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to ▪ Achieve Personal Career Goals ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ People and Relationship Management L1: Work in a Diverse Service Environment Powered by John Maxwell ▪ Service Challenges L1 (SF): Respond to Service Challenges ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project
62.	SHEN YEN NING Associate (Part-time) Trainer	Master of Business Administration	University of Sunderland	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Service Challenges L1: Respond to Service Challenges ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
63.	SIA SWEE PENG MAXIMUS Associate (Part-time) Trainer	Master of Science in International Marketing	University of Strathclyde	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
64.	SIM MENG SENG ROGER Full-time Trainer	Master of Training and Development	Griffith University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project ▪ Self-directed Learning on Complaint Management
65.	SIOW KWOK WEI, ALLEN Associate (Part-time) Trainer	Diploma in Hotel Management	SHATEC	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Introduction to CRM & Pipeline Management ▪ From 'Hard' Sell to 'Heart' Sell ▪ Sales 101 ▪ Strategic Business and Marketing Plan
66.	SOON SIEW LWEI PATRINA Associate (Part-time) Trainer	Master of Training & Development	Griffith University	SGUS Digital Customer Relations Ambassador Service Challenges L1: Respond to Service Challenges

LIST OF TRAINERS AND ASSOCIATE TRAINERS

S/No	Name	Highest Qualification Attained	Awarding Body	Programmes Taught
67.	SWEE MEI HYONG MIKA Associate (Part-time) Trainer	Bachelor of Arts in Management And Psychology	Heriot-Watt University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Apply Emotional Competence to Manage Self and Team at the Workplace ▪ Facilitate Effective Communication and Engagement at the Workplace (ES-IP-301G-1) ▪ Develop Professional Image and Competence to Achieve Personal Career Goals ▪ Effective Time and Stress Management at the Workplace ▪ WSQ Retail (SF): Service Leadership (Service from The Heart)
68.	SZETO PECK NGAH MICHELLE Associate (Part-time) Trainer	Diploma in Fashion Marketing	Lasalle College	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Service Challenges L1: Respond to Service Challenges
69.	TAN MUI CHOO Associate (Part-time) Trainer	Higher National Diploma (Computer Studies)	Birmingham Polytechnic	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Perform Excel Functions ▪ Perform Advanced Excel Functions ▪ Data Analytics
70.	TAN SIEW CHING ELENA Associate (Part-time) Trainer	Bachelor of Science Second Class Honours (Second Division) in International Tourism and Hospitality Management	University of Sunderland	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ WSQ Retail (SF): Service Leadership (Service from The Heart) ▪ Service Challenges L1: Respond to Service Challenges
71.	TAN SWEE LIN COLIN Associate (Part-time) Trainer	Master of Arts	George Washington University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Design Thinking for Operations (SF) ▪ People and Relationship Management L1: Work in a diverse service environment powered by John Maxwell
72.	TAN WENLONG ADRIAN Associate (Part-time) Trainer	Graduate Diploma of Chartered Accounting	The Institute of Chartered Accountants Australia	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Service Challenges L1: Respond to Service Challenges
73.	TANG DICK SHUN Associate (Part-time) Trainer	Masters in Business Administration	ESSEC	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Design Thinking for Operations (SF)
74.	TANYA NINA INDRA PILLAY Associate (Part-time) Trainer	Bachelor of Science in Business Studies (International Hotel Management)	The University of Buckingham	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Introduction to CRM & Pipeline Management ▪ From 'Hard' Sell to 'Heart' Sell ▪ Sales 101 ▪ Strategic Business and Marketing Plan
75.	TEO JOHN Associate (Part-time) Trainer	Bachelor of Engineering	NUS	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Design Thinking for Operations (SF)
76.	WONG FANG SHYAN Associate (Part-time) Trainer	Bachelor of Business Administration	NUS	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Design Thinking for Operations (SF)

LIST OF TRAINERS AND ASSOCIATE TRAINERS

S/No	Name	Highest Qualification Attained	Awarding Body	Programmes Taught
77.	YAP SIEW HONG JOHNNY Associate (Part-time) Trainer	Bachelor of Arts	Ottawa University	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Digital Marketing and Engagement ▪ Content Marketing Strategy ▪ Enhance Productivity Using Virtual Collaboration Tools ▪ Emerging Technology Synthesis ▪ Effective Time and Stress Management at the Workplace ▪ Service Challenges L1: Respond to Service Challenges ▪ Solve Problems and Make Decisions at Operations Level (ES-ACE-102G-1) ▪ Digital Customer Relations Ambassador – Capstone Project 1 ▪ Digital Customer Relations Ambassador – Capstone Project 2 ▪ Digital Customer Relations Ambassador – Capstone Project 3 ▪ Digital Customer Relations Ambassador – Summative Capstone Project
78.	ZAITON BTE HASHIM Associate (Part-time) Trainer	Diploma in Business and Human Resource Management	Singapore Human Resources Institute	SGUS Digital Customer Relations Ambassador <ul style="list-style-type: none"> ▪ Service Challenges L1: Respond to Service Challenges