

CHIA SHU MIN

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EDUCATION

SINGAPORE MANAGEMENT UNIVERSITY**Bachelor of Social Science**

Major in Psychology, Second Major in Organisational Behaviour and Human Resources

Aug 2019 – Aug 2023
(expected)**NGEE ANN POLYTECHNIC****Specialist Diploma in Veterinary Clinical Practice - Graduating GPA: 3.9/4**

- Post Diploma Certificate (Clinical Procedures)
- Post Diploma Certificate (Professional Practices)

Apr 2018 – Apr 2019**NGEE ANN POLYTECHNIC****Diploma in Health Science (Nursing)**

Ngee Ann Polytechnic

Apr 2011 – Apr 2014**EXPERIENCE**

We Food JSC**HR executive intern****Dec 2021 – Feb 2022**

- Reviewed the current processes and procedures at WE Food regarding staff onboarding, HR files, staff contracts, staff performance assessment & development plan, Recognition & team building, Company rules.
- Consolidated these processes and procedures and regroup into one official HR manual
- Implemented effective communication with all staff.

Zenyum Pte Ltd**Human Resource and Office Administration Intern****July 2021 – Oct 2021**

- Assisted with all HR & Admin related tasks such as updating and organizing all employee's P files, updating leaves in the system keying in data into the HR system
- Supported and coordinated the implementation of employee welfare benefits, activities, and education & training programs within the company
- Aided the HR department in onboarding and offboarding matters
- Managed, controlled, and optimised office facilities and resources

Singapore Management University**Research Assistant****Mar 2021 – July 2021**

- Conducted data collection sessions in the Psych Lab
- Processing collected data for analysis

National Parks Board**Apr 2019 – Aug 2019****Senior Executive**

- Provided support to the dog licensing team in all licensing and related activities, such as processing of documents, liaising with licensees, collection of revenue and updating records in the dog licensing system
- Processed enforcement cases and take enforcement actions for animal-related offences—follow-up on enforcement cases, which includes contacting licensees and prompting them for their relevant activities
- Managed appeals and compiling monthly statistics of enforcement cases
- Aided members of the public or dog licensees regarding their queries regarding dog licensing during free pet health checks

Agri-Food and Veterinary Authority**Mar 2015 – Apr 2019****Senior Licensing Executive (Jun 2016 – Apr 2019)**

- Provided support to the dog licensing team in all licensing and related activities, such as processing of documents, liaising with licensees, collection of revenue and updating records in the dog licensing system
- Processed enforcement cases and take enforcement actions for animal-related offences. Follow-up on enforcement cases, which includes contacting licensees and prompting them for their relevant activities

- Managed appeals and compiling monthly statistics of enforcement cases
- Aided members of the public or dog licensees regarding their queries regarding dog licensing during free pet health checks

Temp Senior Admin Executive (Mar 2015 – Jun 2016)

- Assisted the public in dog licensing issues.
- Follow-up on expired dog licence enforcement cases, which include calls and emails to dog licensees.
- Attended to appeals and administrative work like filing and data entry

Alexandra Hospital – Jurong Health

May 2014 – Jan 2015

Staff Nurse (ICU)

- Provided care to patients in the Intensive Care Unit (ICU), which includes providing close observation of patients in the ICU and attending to patient' overall needs

CO-CURRICULAR ACTIVITIES

Marketing Director, SMU Chamber Choir

June 2021 – Dec 2021

- Maintained Choir's image to the school's community
- Managed the Choir's marketing communications and social media such as Facebook, YouTube and Website.
- Designed publicity materials such as posters, EDMs, T-shirts, name tents
- Implemented marketing stunts to improve visibility in the university
- Oversaw events meant to attract new members such as Vivace, workshops, auditions, etc

Events Director, SMU Chamber Choir

Jan 2021 – Dec 2021

- Planed and conducted all internal events.
- Initiated birthday celebrations for members
- Proposed new events and activities to the executive committee
- Liaised with internal and external stakeholders for the acquiring of venues and logistics for all events
- Worked with President and Secretary to keep in contact with alumni regularly
- Maintained camaraderie within Choir through the events and other approved internal activities

Shelter program Deputy Shelter Safety I/C, SMU PAW

Sept 2019 – Sept 2020

- Liaised between SMU PAW's executive committee and the shelter cofounders to ensure the smooth operations of the shelter program
- Ensuring the safety of all shelter programme volunteers

Production Deputy Voice Personality Hunt 2020, SMUBE

Mar 2020 – Sept 2020

- Lead a recording of an episode
- Flagged out key events for audition highlights editing
- Ensure smooth operations of productions during competition finals livestream

SKILLS & INTERESTS

- Software/IT skills: Microsoft Office (Outlook, PowerPoint, Excel and Word), SPSS
- Standard First Aid and CPR (hands only) + AED certified
- Language fluency: Bilingual in English and Mandarin