**Yeo Wei Hong**

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**education**

**Singapore Management University Aug 2021 - Aug 2025**

**Bachelor of Social Science**

* Major in Psychology
* Academic Projects: Law and Psychology, Public Policy Task Force: Arts-based Inquiry of Youth Mental Health, Guided Research in Social Science (in progress)

**experience**

**Ministry of communications and information** - Singapore **Feb 2023 - Present**

**Research Associate Intern**

* Conducting literature reviews to understand macro trends and landscape, distil case studies from local and overseas, and provide critique of existing policies and identify gaps.
* Scoping and defining research objectives based on literature review findings; design research tools and materials used in primary research.
* Analyzing data sets to understand audience segments, uncover blind spots and brainstorm new areas of inquiry.

**Prudential Assurance Company Singapore Ltd** - Singapore **Jan 2022 - Present**

**Financial Consultant**

* Researching and posting finance and current affairs posts on Instagram to educate clients, prospects and friends
* Performing needs-based analysis prior to recommending financial products for families, individuals and businesses
* Recommended and closed a client on retirement planning for $82,000 single premium

**national trades union congress** - Singapore **Feb 2021 – Aug 2021**

**Customer Service Temp Staff, Membership Service Department**

* Addressed and escalated 5 queries daily on average, ranging from membership-related queries to employment disputes for quick resolution
* Explained NTUC Membership benefits to members and members of public to build awareness about products
* Contacted 10 members daily to resolve arrear-related issues and membership application issues
* Extended contract 2 times to assist members' application for financial assistance schemes

**SINGAPORE ARMED FORCES** - Singapore **Jan 2019 – Jan 2021**

**Administrative Assistant, Psychological Care Centre (2020 - 2021)**

* Spearheaded planning of post-traumatic stress management segment for annual Medical Officer Training course
* Coordinated 10 cycles of mental health-related training for SAF unit commanders
* Managed patient work trial program ensuring safety and HR tracking

**Administrative Assistant, Psychological Care Centre Ward (2019 - 2021)**

* Researched, planned and facilitated weekly Ward Activities for patients at the SAF ward
* Performed patient admission data and psychometric test entry and improved data entry workflow using Microsoft Excel
* Received 2 commendations from patient for rendering professional care

**co-curricular activities**

**Analyst, Strategy and Communication Head, SMU Economics Intelligence Club (SEIC) Sep 2021- Present**

* Researched and published behavioral, political and development economics articles on issues unique to the African-Middle East region
* Led marketing and communications department of SEIC’s first ever undergraduate Economic forum, Future Economic Forum

**Community Service Project Director, SMU Ember Oct 2022 – Present**

* Liaised and relationship building with stakeholders (SMU and Touch Community Service)
* Supervised recruitment, training, management, appraisals and facilitation of mass reflection sessions
* Planned and maintained 2 projects concurrently (one for seniors and one for underprivileged children)

**community service**

**Metropolitan Y.M.C.A** - Singapore **Mar 2022 – Oct 2022**

**Volunteer Mentor and Befriender**

* Mentored 3 Secondary 1 students on Social Emotional Learning (SEL) competencies
* Co-planned collaborative games and art activities for a youth facing social isolation, to build rapport and confidence building

**OTR Listens** - Singapore **Nov 2022 - Present**

**OTR Listens Chatline Volunteer**

* Render emotional support for youths from all walks of life through chatline

**Skills**

Language: English, Mandarin and Malay

Proficient in psychology and economic research, project management and practical counselling

Software/IT Skills: Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Canva, R and Tableau