**Phay Yi Ying**

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**education**

**Singapore Management University (SMU) Aug 2020 - Present**

**Bachelor of Social Science**

* Double Major in Psychology and Public Policy & Public Management
* GPA: 3.48/4.00 (Cum Laude)

**Work experience**

**Universal Stage Pte LTd Aug 2022 - Present**

**Admin Executive Part Time**

* Data extraction for marketing efforts
* Assisting with client relations
* Managing of EDMs and upkeep of company website

**Singapore Aero Engine Services Private Limited May 2022 - Aug 2022**

**HR Projects Intern**

* Manage the Internship Programme
  + Liaising and coordinating with local polytechnics and universities for student internship matters
  + Conducting interview with over 30 intern candidates
  + Conducting onboarding and offboarding processes for over 20 interns
  + Coordinating with internal departments to plan intern allocations
  + Simple use of Power Automate to automate repetitive HR processes
  + Creation of SOP for the Internship Management Process

**academic courses**

**Policy Design and Analysis**

* Gained an understanding of policy design process
* Writing of a policy brief
* Creation of simple policy dashboards and data visualization using Tableau
* Conducted interviews and completed a simple coding of the qualitative data

**Public Policy Taskforce**

* Tasked by MSF to produce programme recommendation for Asset Building targeting the lower income
* Produced a literature review and stock take of local and overseas asset building programmes
* Use of Blue Ocean Strategy in designing a potential asset building programme

**Psychology Research Method 2**

* Conducted a literature review, designed, and ran a Psychology Research
* Developed data analytic skills and applied statistical methods in evaluating research results using R

**Social Practicum**

* Gained an understanding of the Design Thinking Framework
* Literature review and analysis of difficulties faced by single parent households in Singapore
* Embarked on a project aimed to produce a prototype solution to tackle one of the problems faced by single parent household

**skills & interests**

* Language fluency: Bilingual in English and Mandarin
* Soft skills: Persistent, Collaborative, Critical thinking, Project Management, Communication
* Technical skills: Microsoft Office Suite (Word, PowerPoint, and Excel), Microsoft Teams, Basic R programming, Basic Tableau, Miro

**co-curricular activities**

**SMU Archery (2022)**

* Events Director
* Planning and execution of events such as Undergraduate fun-shoots and staff shoots
* Liaise with various stakeholders including SMU Sports Union, Office of Student Life and participants
* Partnering with marketing to advertise and engage potential participants

**NYJC Judo (2018 -2019)**

* Active member in the competitive team and participated in various competitions.
* Achieved individual Third place at 2019 A divisions Extra Light Weight category
* Planned and executed CCA camp for incoming members

**Infocomm Club (2014-2017)**

* Head of Audio and Visual Support
* Led team in providing audio and visual support for various events in school as backstage crew. Events include Chinese New Year and National Day celebrations
* Main coordinator with event organisers and teachers to ensure smooth running of event

**community service**

**Bethesda Care Centre (2021- 2022)**

* Planned and conducted tutoring sessions for less privileged children
* Liaised with volunteer manager and parents to better assist the children
* Gained a more comprehensive understanding of difficulties faced by these children

**Ang Mo Kio Family Service Centre (2021)**

* Tutored less privileged student and provided assistance for homework
* Lead the other members in designing and conducting lessons for students

**awards**

* Singapore Schools Sports Council Colours Award (September 2019)
* Edusave Certificate of Academic Achievement (2015)
* Edusave Good Progress Award (2015)