

## TWINKLE SHAKTHI

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### EDUCATION

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**SINGAPORE MANAGEMENT UNIVERSITY**

**AUG 2020 - PRESENT**

**Bachelor of Social Sciences**

**First Major in Psychology, Second Major in Health Economics and Management**

GPA: 3.51/4.00

**EUNOIA JUNIOR COLLEGE**

**FEB 2018 - NOV 2019**

**GCSE 'A' Levels**

Rank Points: 81.25/90.00

### EXPERIENCE

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**Singapore Management University**

**AUGUST 2023 - PRESENT**

**Research Assistant**

- Provided assistance to the Principal Investigator throughout the duration of the study through the management and responding to emails, as well as keeping track of the participants in the study as well.
- Researched on literature pertaining to the area of Close Relationships and interpersonal relationships amongst University students that would be able to be beneficial to the area of research.
- Collection and general analysis of the data collected, as well as contributed in meaningful discussions that engage with the data directly.

**RMDY Clinic**

**JULY 2022 - AUGUST 2023**

**Clinic Associate**

- Provided a high level of service to patients through administrative tasks such as answering phone calls, registering of patients, dispensing of medication, collection of payment, etc. to ensure that they have a pleasant experience in the clinic.
- Led in the opening and closing of the clinic; performing tasks related to setting up and closing up respectively, coupled with ensuring the cleanliness and hygiene of the clinic to ensure that the clinic opens and closes smoothly.
- Executed administrative duties, such as answering phone calls and messages, arranging appointments for patients, maintaining simple filing and patient records, ensuring that all patients have a pleasant experience even after their in-clinic one.
- Manned inventory duties, such as monitoring stock levels, ordering medications, taking responsibility for the handling of the drugs, and ascertaining that they are all properly stocked in and out.
- Performed clinical duties, such as chaperoning doctors, helping out in clinical tasks such as

electrocardiogram (ECG), dressing, assisting doctors in surgical procedure; to be an asset to the Doctor and warrant patients experience maximum comfort as well.

**Barker Road Methodist Church**

**JANUARY 2022 - PRESENT**

**Sunday School Teacher**

- Developed and executed lesson plans on a weekly basis for a class of 15 Primary School children, which allowed for all the children to grasp biblical concepts while having an enjoyable experience learning as well.
- Collaborated with other teachers to come up with large-group teachings to about 100 Primary School children every month to simplify rather complex biblical concepts so that the children will understand and apply these concepts to their daily lives, and be encouraged to teach what they learnt to their fellow peers as well.

**PRIVATE HOME TUITION**

**JANUARY 2021 - JUNE 2022**

**Private Tutor**

- Improved five Primary School students' academic performance through roughly a year worth of weekly lessons by preparing content and materials for students which are catered to their individual personal needs, strengths, and weaknesses accordingly.
- Administered personalized and engaging teaching that allowed for students to excel in their examinations, in which two Primary Six students scored A and A\* respectively for their Primary School Leaving Examinations (PSLE), and all students showing at least 2 grade improvements.

**HVALA SINGAPORE**

**DEC 2019 - AUGUST 2020**

**Part-time Barista**

- Led in opening café on weekdays; mostly setting up, taking down and preparing a range of 15-20 orders in the first hour of opening.
- Proposed using an alternative Oat Milk brand instead of current one as it could result in a better taste of drinks, and the trial implementation of it proved to be significantly more well-received by customers, making it the eventually permanent Oat Milk brand used in drinks.
- Recognized that teamwork was especially crucial during peak business hours, such as helping to lead colleagues, assigning tasks based on individual strengths — allowing for smoother service provided, leading to more impressed customers and increase in overall sales being made.

**CO-CURRICULAR ACTIVITIES**

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**Deputy Head of Culture Committee**

**MAR 2018 - JUNE 2019**

**Students' Council, Eunoia Junior College**

- Spearheaded and organized 7 school events that are centered in building school spirit by actively involving students' voices and feedback, allowing for school events to have high participation and turn-up rates and fostering closer bonds within the school body.
- Assigned roles to all 10 members of the committee according to personal strengths, skills, and abilities; allowing for them to excel in whatever respective role that was given which would be

beneficial to the student body.

- Organizing committee dinners regularly to allow for a tighter bond between committee members, which proved to be successful, as the committee won many inter-CCA games as a result of good understanding between members.
- Represented the committee in Executive Committee meetings, providing the collective feedback and ideas brought up by fellow committee members, which enabled for every fellow committee member's voice to be heard and acknowledged.

**Orientation Group Leader, Eunoia Junior College**

**DEC 2018 - FEB 2019**

- Facilitated 30 incoming 1st year students and helped to integrate them into the school community by interacting with each student, as well as by organizing meals together outside of school hours, allowing them to feel a sense of belonging to the school and ease their anxieties in a new, unfamiliar environment.
- Led house activities with the 1st year students within the same house group, allowing for a stronger and tighter bond to be forged, alongside a greater sense of belonging, as well as house and school spirit to be ignited amongst new students.

**Head of FIFA World Cup 2018 Finals Live Screening, Eunoia Junior College**

**JUNE 2018 - JUL 2018**

- Planned and executed an overnight live screening of the event open to all students of the school for the first time, allowing for almost 200 students to come together to watch a major worldwide event as a single student body.

**Section Leader, Methodist Girls' School Choir**

**MAR 2015 - JUNE 2017**

- Led section practices for a section of 13 members — ensuring that every member was acknowledged and had their voice heard, that everybody was in sync, and fine tuning minor errors to improve on the section's overall performance standards, resultantly contributing to the achievement of the 'Gold' award in multiple Singapore Youth Festivals, as well as in other internal and external performances.

**VOLUNTEER EXPERIENCE**

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**Adult Mentor, Youth Mission Trip to Chiang Mai**

**JAN 2024**

- Led the team of 13 youth aged 16-17 on a trip to Chiang Mai, Thailand, for 7 days and 6 nights, ensuring their safety and guiding them throughout the trip, training them to be stronger in their faith and to foster a heart to serve others around them.
- Shepherding the youth in fundraising efforts for the trip, as well as in preparing them in different aspects of the trip, such as in cultural awareness and preparation of items to be presented when in Chiang Mai.

**Ward Play Volunteer, KK Womens' and Children's Hospital**

**JUL 2023 - PRESENT**

- Providing company to children who may not just experience physical issues but may be feeling negative emotions that are associated with a hospital stay (eg: bored, discouraged etc).

- Playing games with them, helping them to feel happier and more encouraged, and have something to look forward to during the course of their stay, encompasses patients' social and emotional well-being, and not just their physical being that is being taken care of during their stay.

## **SKILLS AND INTERESTS**

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- Language fluency: Effectively bilingual in English (C2) and Tamil (C2), effectively conversational in Korean (B2), and conversational in Japanese (B1), Hindi (A2), and Chinese (A2)
- Software skills: R Studio, Microsoft Office
- Cardiopulmonary Resuscitation (CPR) certification
- Caregiver certification
- Passionate in clinical psychology, child development, and close relationships