

## Meet the Trainer

### Chan Joo Chong, PMP®, MBA(UK), BSC

Chan Joo Chong has over 16 years of experience with specialization in IT systems and project management. He attained experience serving as an Information System Engineer with MINDEF (Ministry of Defence, Singapore), as Senior Consultant at NETS (Singapore), as Project/Product Manager with Gemalto (world number one smart card solution provider), as Regional Technical Manager with ORGA Card system, and also as Technical Project Director with Welcome Real-time. Joo Chong is a PMI-certified PMP®.



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#### Significant Recent Achievements

**Project Management** – As Director, Operations (Asia Pacific) at Welcome Real-time, Joo Chong played a key role in the development of promotional marketing system for major financial institutions to help merchants launch various sales promotions, consumers' spending and loyalty programmes. He was pivotal in the many successful implementations valued between US\$500K to US\$2 millions. These financial institutions included Maybank (Malaysia), Bank of Philippine Islands (Philippines), Kasikornbank (Thailand), Bangkok Bank (Thailand), Axis bank (India) and United Bank Limited (Pakistan). The projects involved multi-vendors and include point-of-sales terminals, Credit / Debit cards issuers, and payment associations such as Visa and MasterCard.

**Training and Consultancy** – Conducted many training workshops in Project Management for public and private sector executives in Singapore. They included Singapore Technologies, Ministry of Home Affairs, Ministry of Education, PricewaterhouseCoopers, Radio Holland Singapore, Citibank, Mitsubishi UFJ Financial Group, Hewlett-Packard, Computer Sciences Corporation, and others. At MINDEF, Joo Chong has also delivered a number of training seminars on data security awareness and preventive strategies.

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#### Previous Experience

##### **Smart card industries (Gemalto, Sagem ORGA, Giesecke & Devrient Asia)**

As Product and Project Manager with different players in the smart card industries, Joo Chong has developed several products for the regional Telco brands such as SingTel (Singapore), Globe Telecom (Philippines), and AIS telecom (Thailand), Maxis Telecom (Malaysia), and Satelindo Telecom (Indonesia). In a leading role, he has also implemented and launched the first mobile banking system with Citibank (Singapore) in the region.

##### **Network for Electronic Transfers Singapore Pte Ltd (NETS)**

In the late 90's, under the Singapore government cashless transaction initiatives, Joo Chong as Senior Consultant was instrumental in the launching of the first cash card system in Singapore. The system has provided much impetus towards the cashless payment mechanisms of today.

##### **Ministry of Defense (MINDEF)**

At MINDEF, Joo Chong's contributions included several complex security systems integration projects for the Army, Navy, and Air Force. These included data security, system intrusion detection, and computer security. He had also promoted security awareness for the Armed Forces by conducting seminars and trainings.

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#### Education

*Graduate Degree:*

**MBA (Strategic Marketing)**, University of HULL, UK.

**BSC (Information System & Computer Science)**, NUS, Singapore.

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