



SCAN ME!

Chee Jun Hong

Work Experience

Project Manager

National Environment Agency | 2024 - Present (Contract)

- Led the implementation and operationalisation of Project AIM, an AI-powered video analytics platform for public cleanliness inspections, achieving up to 75% man-hour savings and improving model accuracy to 98%.
- Represented NEA and Singapore at ICQCC 2025, clinching Gold, while the project was also showcased at MSE AI Fest 2025 and PST IdeasFest, earning two ministry-level innovation awards.
- Drove continuous improvements through agile and Kaizen-driven iterations, enhancing workflows, UI/UX, ConOps, and operational processes while introducing solutions beyond contractual scope such as weather forecasting, live dashboards, and near real-time alerts—to improve efficiency, safety, and adoption.
- Championed human factors and operational innovation to improve officer safety and productivity, leading technology trials, cross-agency collaborations, and drone capability-building programmes while mentoring officers through certification pathways.

MANAGER (Digital Delivery)

Inland Revenue Authority of Singapore | 2023 - 2024

- As Product Manager for myTax Portal and Contact & Notification Preferences digital service, I ensure adherence to strict business rules and collaborate closely with agile developer teams throughout the Software Development Life Cycle (SDLC). Responsibilities include gathering complex requirements, aligning them across divisions, and prioritizing user experience (UX) which resulted in increased taxpayer satisfaction.
- Meticulously crafted comprehensive test cases for the entire track and rigorously conducted UAT testing.
- Reviewed and revised processes to optimize efficiency and ensure alignment with business objectives. Led investigation and ultimately advocating for IT solutions to ensure seamless resolution for bugs.
- Analysed taxpayers' rating and feedback, and Identify issues while driving continuous service improvement initiatives.

PROJECT MANAGER

National Library Board | 2022 - 2023 (Contract)

- Coordinated review and update sessions on project schedules, costs, and resource requirements for a keystone project led by Assistant CEO and CIO.
- Key members of a team that delivered a highly successful POC of an AI and data-driven mobile application.
- In charge of updating the website which resulted in an 18.7% increase in page views.
- Utilised design thinking processes to identify pain points in solutioning and creating process improvements for existing mobile app UX.
- Analysed Information Architecture, evaluated team usage and requirements to enhance SharePoint design which encouraged inter-divisional collaboration.

BUSINESS SUPPORT ANALYST

Oversea-Chinese Banking Corporation, Limited | 2021 - 2022 (Contract)

- Utilising T-SQL on a daily basis to monitor system jobs and collaborate with IT and stakeholders to solve issues encountered and take further actions to prevent them from reoccurring.
- Oversee investigations and ensure knowledge is being passed throughout the team.
- Support and communicate with end-users to gather and analyst requirements before collaborating with developers to address and enhance processes and products.
- Wrote and implemented scripts to improve the efficiency of daily tasks. (Excel to Text file converter, Daily file checker). This reduces a long and tedious process into 1 simple click.
- Maintaining data configurations and keeping audit records.

PERSONAL ASSISTANT

Orient Victoria Pte Ltd | 2018 - 2021
Cartrack Technologies South East Asia | 2018

- Assisted Group CEO on day-to-day tasks and administrative duties including group level, ETFs, and banking.
- Oversaw procurement for the region, from products, services to travel arrangements. This resulted in maximized monetary value and reduced the overall redundant expenditures.
- Interim Office Manager who formulated and implemented various schemes to streamline operations, increase cost efficiency, and better value proposition.
- Led an investigation and tracked down a stolen vehicle and recover it.

Academic History

Cardiff Metropolitan University Master of Business Administration | 2021 - 2023

NTUC LearningHub Associate Data Analyst | 2021

Royal Holloway, University of London BSc (Hons) Management with Strategic Marketing | 2017

Nanyang Technological University Certificate in Business Finance | 2015

Nanyang Polytechnic Diploma in Electronics, Computer & Communications | 2012

Profile

MBA graduate and ScrumMaster with experience in AI initiatives, Agile development, human-centred design, and process optimisation. Passionate about understanding user needs, improving UI/UX, and leveraging technology to solve operational challenges. Strong advocate for digitalisation, automation, and continuous improvement to enhance efficiency and deliver meaningful outcomes.

Get in touch!

About me:

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Mobile:

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Languages:

English, Chinese, Cantonese, Tagalog (basic)

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Website:

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Professional license:

Certified ScrumMaster (CSM)

 Class 3

 PPCDL

 UAPL Class A



GET IN TOUCH WITH ME!

Core Competencies

- Project and product Management
- Scrum & Agile principles
- User/Customer Experience
- Analytical Skill and Data Analysis
- User requirements and testing
- Investigation and Problem Solving
- Business Development
- Streamlining and Cost saving

Skills & Specializations

- Programming Language (Python, C++, C#)
- Data Visualization (PowerBI)
- Database Management (SQL)
- Static websites (HTML)
- Excel Advance reporting
- Microsoft Office
- Photoshop CC

Projects

- Automated Inspection & Mapping (AIM)
- Slip, Trip, Fall Monitoring Platform (STF)
- Body Cooler (Human Factors)
- myTax Portal (refresh)
- UCNP Digital Service
- ML driven Library App POC
- Files Checker (Python via Batch)