



IEEE  
Singapore Office

# Contents

**Where are we?**

**Who are we?**

**What we do?**



1.

Where are  
we?



A world map is centered on the page, showing the continents in a light tan color against a white background. A red callout box with a white border and a downward-pointing arrow is positioned over the Southeast Asian region, specifically pointing to the island of Singapore. The text 'Singapore Office' is written in white inside the red box. The entire map is framed by a decorative border consisting of a grid of small dots in the corners and a solid black line along the edges.

**Singapore  
Office**



A close-up photograph of a person's hands holding a lit sparkler. The sparkler is bright and glowing, with many sparks flying out. The person is wearing a dark, textured sweater. The background is white with black splatters and a dark, circular shape that frames the person's hands and the sparkler. The overall mood is celebratory and festive.

## 2. Who are we?



Top Row:

Jayce – Customer Service

Alex – Client Service Manager

Lijun – Order Processing

Karen – Contact Centre



Middle Row:

Ewell – Project Manager

Leo – Director, Singapore Ops

Lilian – Sr Accountant

Min – Office Admin



Bottom Row:

Richard – Area Sales Manager

Ira – Regional Sales Manager

Patrick – Area Sales Manager



3.

What we  
do?





# R10 (Asia-Pacific) Volunteer Support

- Organize and plan for R10 EXCOM Meeting and R10 Meeting, annually.
- Support R10 EXCOM members in their functions, overall project management and timely project execution.
- Professional and quality support to all IEEE volunteers, especially in R10, and to support their OUs function.
- Coordinate and support R10 Flagship Events: TENCON, TENSymp, SYWL Congress and HTC
- Point of contact for Region 10 activities and events.
- Provide training support to IEEE volunteer leaders in Section Management and Volunteer Tools.

- Facilitate volunteers in member and membership development (MD), and supply MD kits for OUs in R10.
- Assist R10 entities in formation, reporting and in compliance with IEEE governing documents.
- Monitor Section and Subsection's vitality in R10 and keep the R10 vibrant.
- Working with the Region and Section volunteers to promote and add value to their committee activities
- Support and Facilitate A & A Senior Member Review Panel Meeting held in Asia Pacific region.
- Liaison for IEEE ComSoc Global Communications Newsletter in Asia-Pacific region.





# MGA Contact Centre

Provide technical support and solutions to IEEE members, customers, and web site visitors

Assist in problem solving solutions and documenting the technical issues identified and escalate issues to the management staff as required.

Act as the Contact Center liaison for technical service providers.

Receive research and respond to member and customer inquiries, with a strong concentration on technical solutions to client problems.

Provide personalized global support for technical and non-technical situations and advice clients concerning IEEE products, services and benefits.





# Finance



- × Supporting Singapore operations and legal entity structure
- × Ensures compliance with IEEF internal controls, policies and procedures as well as requirements of the Comptroller of Income Tax (Singapore) and Inland Revenue Authority of Singapore (IRAS) and US GAAP reporting requirements
- × Managed budgeting and forecasting process for Singapore office
- × Oversees Audit for the Singapore books, liaise with auditors for timely completion for AGM and regulatory reporting.
- × Assist in reviewing the geographical units financials for Asia pacific regions (R10) in Netsuite in timely manner.



# Sales and Customer Operations

## Regional and Area Sales Managers

- Part of the International Sales team within Global Sales, responsible for Asia Pacific (less India).
- To sell products available at IEEE Xplore to institutions including Academic (Universities), Corporates and Government agencies via subscription models.
- To assist customers to achieve their company's vision and goal by partnering with them and provide best solutions to their institution's research needs and experience.



## **Client Service Manager**

Provide outreach, training and promotional activities to existing customers; Develop/implement programs and events to drive IEEE usage and awareness for user communities; Support regional sales and dealers to achieve annual sales target.

## **Customer Centre Analyst**

Supports service requests (inquiries and/or technical support for online products) for APAC's institutional/corporate customers.

## **Order Management**

Process all new and renewal IEEE Online package products' orders for APAC's institutional/corporate customers.



# Business Development

Developing strategic relationship and partnership with various International Organisations, private corporations and government agencies

Creating database of industry practitioners for outreach purposes

Exploring emerging markets e.g. Vietnam, Cambodia, Laos, Myanmar etc.



# Industry Engagement

S/NO	Name / Location / Date
<b>2016</b>	
1	CommunicAsia @ Singapore Marina Bay Sands, 31 May – 3 June 2016, <a href="https://vimeo.com/170351240">https://vimeo.com/170351240</a>
2	Government Ware (GovWare) @ Suntec Singapore, 10 – 12 October 2016
<b>2017</b>	
3	CommunicAsia @ Singapore Marina Bay Sands, 23 - 25 May 2017, <a href="https://youtu.be/iN_sVEh6YNM">https://youtu.be/iN_sVEh6YNM</a>
4	ITU Asia Pacific IPv6 Training @ Bangkok, Thailand, 8 to 12 May 2017
5	Interpol World @ Suntec City, 5-7 July 2017, <a href="https://www.youtube.com/watch?v=9XgmbUpEVAQ">https://www.youtube.com/watch?v=9XgmbUpEVAQ</a>
6	Sri Lanka, Colombo, 31 August 2017
<b>2018</b>	
7	ConnecTech Asia @ Singapore Marina Bay Sands, 26-28 June 2018
8	Artificial Intelligence (AI) CEO Summit in Singapore, 15 May 2018,



# Thanks!

## Any questions?

You can find me at:

[h.leo@ieee.org](mailto:h.leo@ieee.org)

**Director, Singapore Business Operations**