

# NG YEW HUAT

Lecturer



## QUALIFICATION

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- Royal Melbourne Institute of Technology  
**BACHELOR OF BUSINESS (ECONOMICS AND FINANCE)**
- Temasek Polytechnic  
**DIPLOMA IN ELECTRONICS**
- INTESOL Worldwide Group  
**Certificate in TESOL**
- WSQ-ES Workplace Literacy and Numeracy Implementation Training

## PROFESSIONAL EXPERIENCE

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Position : **English Language Trainer**

Company : SSA Consulting Group

- Facilitating students in the acquisition of the English Language based on the Workplace Literacy program and syllabus.
- Troubleshooting the areas which the students are weak in, and assist them in improving those areas.
- Provision of value added materials such as pictures, music, extra notes and newspapers to aid students in learning the language.
- Making sure that classes are enjoyable and enriching for the students.
- Providing the motivation and the assurance required for each and every student to excel.

Position : **Customer Service Officer**

Company : Eurocopter South East Asia Pte Ltd

- Servicing customers from Taiwan and Thailand, by providing for the individual needs of their helicopters in areas such as spares and repairs.
- Provide value added services such as knowing customers specific requirements and building rapport.
- Coordinating the needs of my customers with the needs of customers from other countries so as to ensure smoothness of operations.
- Coordinating the various departments such as logistics, financing, servicing and warehouse to provide fast and efficient services.
- Problem solving and managing the expectations of our customers.

