

**HUMAN INTEREST PROFILES –  
BENEFICIARIES OF INITIATIVES UNDER THE AIR TRANSPORT INDUSTRY TRANSFORMATION MAP**

No.	Name	Age	Job Title	Company	Brief Description of Profile	Current Job Description
<b>Leveraging Technology to Improve Jobs and Productivity</b>						
1	Ang Hock Lye	58	eHub Specialist	SATS Ltd	<p>Hock Lye joined SATS in 1983 as a cargo hand. He was then promoted to equipment operator in 1984 and subsequently moved to become an operations assistant for mail handling in 1994.</p> <p>Hock Lye was chosen to be an eHub Specialist due to his extensive experience in mail handling, his ability to operate a forklift and tractor, as well as his willingness to learn new skills to upgrade himself.</p>	<p>With automation underlining operations at the new SATS eCommerce Airhub, SATS has transformed low-end manual jobs into high-quality functions, for example, by introducing the eHub Specialist role.</p> <p>Under the eHub Specialist role, three roles (forklift driver, cargo handlers and operations assistants) have been redesigned into one job role. This new role is now less menial, and workers are aided with automated scanning systems and lifters.</p> <p>Hock Lye's day-to-day work at the SATS eCommerce AirHub now involves verifying important details on outbound mailbags. He is responsible for tallying the mail against documents and assigning the outbound flights in the Mail Sortation System before scanning the bags.</p>
2	Mohammad Azman bin Nik Mohmd Nazir	38	Cargo Coordinator	SATS Ltd	<p>Mohammad Azman joined SATS in October 2002 as a cargo coordinator and is a beneficiary of the eAcceptance initiative. SATS pioneered this initiative to streamline and digitise the export clearance process for airfreight.</p>	<p>As a cargo coordinator, Mohammad Azman handles and process cargo in the airfreight terminals. He also engage airline clients and freight forwarders, providing value-added services to meet the needs of customers.</p>

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- 2) **dnata:** Jamie LEE, Assistant Vice President, Commercial, [Jamie.Lee@dnata.sg](mailto:Jamie.Lee@dnata.sg), 6511 0183; 8188 8221.
- 3) **Changi Airport Group:** NG Koon Ling, [ng.koonling@changiairport.com](mailto:ng.koonling@changiairport.com), 65956483; 9799 5229.
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					Under the e-Acceptance initiative, SATS digitised the paper export control form by reusing electronic data submitted by cargo agents for booking, such that cargo agents no longer need to submit their hardcopy export control forms at SATS' counters, and can lodge-in their export cargo directly at the truck docks. This has enabled SATS to streamline the lodge-in process for cargo agents, and enjoy productivity gains from closing the export counters.	Mohammad Azman additionally leads and supervises a team in cargo operations, ensuring that performance standards are met.
<b>Supporting the Professional Growth of Aviation Workers</b>						
3	Rama Kerisna	70	Ramp Trainer	dnata Singapore Pte Ltd	<p>Rama joined dnata in 1979 as a security officer. He took up courses in technical ramp handling, and rose through the ranks as Flight-In-Charge, supervisor and later, Duty Manager for apron services.</p> <p>With his 30 years of experience in apron operations, Rama joined dnata's training department in 2010, mentoring newcomers and conducting onboarding programmes on topics such as Human Factors and Airside Safety.</p> <p>He continues his development journey with deep passion.</p>	<p>Rama conducts on boarding programmes on topics such as Human Factors and Airside Safety.</p> <p>He also conducts the Airfield Rules and Regulations course for both internal and external airport stakeholders who wish to obtain an Airside Driving Permit (ADP).</p> <p>This course generates an annual revenue of \$50,000 for the company.</p>

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					Rama is certified to conduct the Dangerous Goods Awareness training since 2014 and at the grand age of 70, he is pursuing his specialist diploma in Dangerous Goods with IATA. He was recently certified to conduct training for Dangerous Goods Regulations, at the age of 70 years old.	
4	Nurfarizan binti Isahak	27	Duty Manager, Ramp Services	SATS Ltd	<p>Nurfarizan joined SATS in 2012 as Ramp Loading Officer, a role which involves ensuring the accurate loading of cargo in the aircraft.</p> <p>Nurfarizan has grown with SATS over the last 5 years, having taken several courses to develop her skills.</p> <p>With her constant upgrading of skills, Nurfarizan was promoted to Duty Manager in 2016.</p>	<p>As a Duty Manager, Nurfarizan's day-to-day work involves commanding a team of Ramp staff to ensure that all loading and unloading activities are completed within precision timings, according to the respective airlines' requirements.</p> <p>In addition, she has to ensure that the team complies with all safety procedures at the aircraft site.</p> <p>Nurfarizan is currently performing as an Acting Executive role where she investigates delays and discrepancies. When required, she would meet airlines to discuss and explain and provide mitigation plans to ensure that the delays/ discrepancies do not occur again.</p>

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5	Muhamad Ardi bin Ismaon	44	Lead Planner, Airside Control Centre	Changi Airport Group (CAG)	<p>Muhamad Ardi started off as an operator of the apron management system. He has taken various courses during his career at CAG to rise to the position of lead planner in Changi Airport's Airside Control Centre.</p> <p>In line with his philosophy of lifelong learning, Muhamad Ardi will doing a part-time Diploma in Aviation Management with Temasek Polytechnic. This is a new Diploma programme which has been crafted through intensive consultation with companies to understand industry needs, and will equip existing workers with broader aviation management skills. Students will be able to seek more complex job roles upon graduation.</p>	<p>Muhammad Ardi bin Ismaon is an aircraft parking stand planner in Changi Airport's Airside Control Centre (ACC).</p> <p>His key tasks are to ensure that flight information as conveyed by airlines is updated in the airport's operational database and various flight information display systems, and that aircraft parking is optimised across the airport.</p> <p>Since February 2016, Ardi has been assigned to the planning team to assist in workflow and IT systems improvements to drive efficiency gains in the ACC.</p>
6	Vivien Kua Lee Lee	44	Senior Safety Executive	Jetstar Asia	<p>Vivien started off as a clerical staff handling pilot reports, uniforms, and visas at SIA. She then progressed to Administration Executive at Valuair (later acquired by Jetstar Asia) where she worked on more complex roles after taking up courses in computer systems skills.</p> <p>Vivien gained experience through the various roles assigned to her in flight operations. She has been with the Safety Department at Jetstar Asia for the last 10 years.</p>	<p>As the Senior Safety Executive in the company, Vivien is responsible for:</p> <ul style="list-style-type: none"> <li>• Upholding the airline's Safety Management System (through daily handling of safety reports, data and trend analysis, etc);</li> <li>• Conducting audit &amp; ramp inspections on a regular basis and when the need arises;</li> <li>• Assisting in investigations when required;</li> <li>• Building &amp; maintaining the airline's safety database (electronic web-based database).</li> </ul>

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					<p>Currently, Vivien is pursuing the IATA Airline Quality Management Diploma as part of continuous training and job &amp; skills enhancement, especially in auditing and maintaining the airline's quality management system.</p> <p>Vivien is a recipient of the SkillsFuture Study Awards for the Air Transport Sector.</p>	

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