Ken Wong

Digital Transformation & AI Lead

25+ years delivering enterprise IT, Smart FM, and AI-enabled digitalisation projects across government and education sectors in Singapore. SCS COMIT Senior · Agile PM Certified · DATA+ Citizen Data Scientist · PMP · Active practitioner and champion of AI-augmented workflows and agentic AI systems.

kwong5678@gmail.com
Singapore
linkedin.com/in/hellokenwong
github.com/kw8988

> **AI Implementation Focus:** Delivered 5+ AI-enabled platforms professionally — AI Assistant for EFM, analytics dashboards, video analytics with face recognition, IoT-integrated command centres, and Power Automate workflow automation. DATA+ Certified Citizen Data Scientist; mentored colleagues across departments on analytics implementation. Personally operates an AI lab running local LLMs, AI agents, and automation pipelines — hands-on insight that directly informs professional AI strategy.

CORE COMPETENCIES

Project Management

- Full SDLC delivery
- Tender & procurement
- Vendor & SLA management
- Agile / Scrum
- IT budget planning
- ICT governance (VA/VAPT)

AI & Digitalisation

- Generative AI / LLMs
- AI workflow automation
- Power Automate / Power Apps
- n8n orchestration
- Data analytics (Python, Tableau)
- AI pilot & change management

Smart Building & IoT

- BMS / FBS integration
- ACMV / IoT sensor systems
- Video analytics
- Face recognition
- Smart room integration
- Building automation

Technology Stack

- Microsoft Azure & M365
- SharePoint / Power BI
- Python, JavaScript, SQL
- Docker / Linux
- SAP, Jira, Confluence
- SQL Server / MySQL

PROFESSIONAL EXPERIENCE

Deputy Manager, Smart FM Digitalisation

Sep 2021 – Present

Temasek Polytechnic — Estates & Facilities Management

IT advocate and digital transformation lead for the EFM department, managing full project lifecycle from business analysis and tender through to UAT and post-deployment maintenance.

- Formulated TP's 5-year EFM Digitalisation Roadmap covering 16 Smart FM initiatives (IDSC-approved Apr 2022)
- ✦ Piloted AI Assistant for EFM with IT Department — enabling staff to instantly retrieve institutional knowledge, reducing manual information search time
- ✦ Achieved DATA+ Citizen Data Scientist (CDS) — the advanced certification tier requiring ML-based predictive analysis; built Campus Faults Analytics dashboard applying Pareto analysis to pinpoint highest-impact maintenance issues; mentored colleagues across departments on analytics implementation
- ✦ Delivered Security Visualisation Platform with face recognition and video analytics for enhanced campus security operations
- ✦ Led F&B Footfall Analysis Platform end-to-end — from concept through budget panel approval and tender to implementation (Jan 2026)
- Delivered Integrated Digital Command Centre (IDCC) — centralised campus oversight integrating security, fire alarms, ACMV, and energy data (Jul 2024)
- Led BMS/FBS IoT Integration (Phase 1 & 2) across 18+ campus blocks, automating AC control for 200+ classrooms, meeting rooms and lecture theatres based on booking schedule and actual occupancy
- Launched Campus Insights Smart FM platform with TTCloud/sTMS API integrations, Procurement Module, BIM for FM, and Health Monitoring IoT Sensors
- ✦ Built Power Automate workflows automating CDP Progress Payment approval and outsourced movers requisition processes
- Piloted Smart Meeting Room concept in EFM conference room; expanded to ES2 senior management meeting room — integrated interactive TV panel, smart lighting controls, and ambient sensor dashboard
- ✦ Developed agentic AI chatbot POC using n8n — enabling users to book rooms and report campus faults via conversational interface; concept validated with IT Department pending security clearance
- ✦ Championed AI tool adoption across department — introduced Copilot in MS Teams for meeting recordings and minutes, and evaluated WOG AI tools (PAIRS government LLM, Transcribe) for operational use
- ✦ Leveraged LLMs to develop Excel VBA scripts automating subcontractor attendance audits — flagging absences exceeding 5 consecutive working days for payment deduction processing

Lead Consultant, Digital Transformation

Aug 2020 – Jul 2021

National Trades Union Congress (NTUC-ARU)

Strategic IT-business interface across NTUC's 59 affiliated unions and 12 social enterprises; accountable for digital project outcomes and vendor management.

- Led Tender Evaluation and award of SAP HR & Payroll System
- Led Requirements Gathering and Tender Evaluation for SAP Finance System
- Managed Payment Gateway migration from Wirecard to MPGS across corporate websites

IT Consultant

Mar 2011 – Jul 2020

GovTech Singapore (assigned to Sport Singapore & Ministry of Education)

Delivered large-scale digital government projects across two agencies over 9 years, covering the full project lifecycle from procurement to post-deployment governance.

- Pioneer team member implementing the nationwide eExam System with SEAB — used by all O-level and N-level students and teachers for national oral examinations
- Delivered L&D System for MOE Singapore (mobile-first, nationwide rollout for all school teachers)
- Led Singapore National Games website and Games Management System (inter-agency, tight budget and timeline)
- Implemented ECM platform and migrated Digital Archival System to SharePoint; achieved 50%+ annual maintenance cost savings for Sport Singapore

EARLIER CAREER

Project Manager
Mercer Singapore Pte Ltd
Apr 2009 – Mar 2011
Pioneer PM for Benefits Administration system; delivered for AMEX, Bank of America Merrill Lynch, Deutsche Bank, and DHL Express (APAC).

Project Manager
PPC Building Services Pte Ltd
Sep 2002 – Mar 2006
Managed building-related A&A projects; implemented and maintained company websites.

System Developer / System Engineer
Mercer Singapore / AMD Singapore / SCS Ltd
2006 – 2009
Enterprise application development and system integration using .NET/SharePoint. Built integrated employee administration system at AMD Singapore.

Assistant System Engineer
Siemens Building Technologies Pte Ltd
Jun 2001 – Sep 2002
Commissioned BAS for NTU Phase 3B expansion ($1.3M project). Delivered Environment Control & Monitoring System for NTU clean rooms end-to-end.

EDUCATION & CERTIFICATIONS

EDUCATION

- **B.Eng, Electrical & Electronic Engineering**
  Nanyang Technological University · 2003–2006 · (concurrent with full-time employment)
- **Diploma with Merit, Intelligent Building Technologies**
  Temasek Polytechnic · 1998–2001 · Best LTA Industrial Collaboration Project Award

CERTIFICATIONS

- **Certification in Outsourcing Management for IT — Senior (COMIT)**
  Singapore Computer Society · 2022
- **Microsoft Certified: Azure Fundamentals**
  Microsoft · 2021
- **DATA+ Citizen Data Scientist (CDS) — Advanced Tier**
  Temasek Polytechnic (School of Informatics & IT / IT Dept) · ML-predictive project; Pareto fault analytics dashboard
- **Certified Agile Project Management**
  SoftEd · 2016
- **Project Management Professional (PMP)**
  Project Management Institute · 2010
- **CAAS Unmanned Aircraft Pilot Licence (UAPL)**
  Civil Aviation Authority of Singapore · 2025