



RESUME GUIDE

Career Transition Office

Purpose

This guide is prepared by SPF's Career Transition Office to guide SPF officers in the preparation of resumes when they decide to apply for jobs beyond the force.

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career_transition_office@spf.gov.sg

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1. Resume – Understanding the Purpose

Your resume is a document that highlights your relevant job experiences, competencies and expertise, and also reflects whether you possess the necessary Knowledge, Skills and Abilities (KSAs) for the job you are applying for. It is the first point of contact with your potential employer, and you are sending this out with the purpose of securing an interview with the employer.

Do this right, and you have a chance at the job. Do it wrong, and the opportunity is lost. Before proceeding, you need to know that:

- ✓ Your resume is NOT the same as the CV you generate from HRMS.
- ✓ Even after preparing a baseline resume, you will need to customize your resume based on the specific job you are applying for. Sending out ONE resume for multiple jobs will NOT work.

In short, your resume is the Sales Document that you use to convince your potential employer that you are indeed the best candidate for the job. It must therefore serve to:

- ✓ Upsell the Relevant Skills that you have to offer.
- ✓ Upsell your Relevant Experience for the job you are applying for.
- ✓ State that you meet all the Prerequisite Requirements for the job you are applying for.

This guide is crafted with the late-career switcher in mind. Given that there are several schools of thought on how a resume should be written, this guide serves as a good start-point for you to start writing a good resume. Once this baseline is achieved, you may want to explore other platforms, such as career coaches, e-services and web portals to further enhance your resume. The key thing is to write and present your resume in a way that best promotes you to your prospective employers.

2. Overview of a Resume

This is what your resume should look like:

<p>Ahmad Bin Mohammed</p> <p>Address: Block 123 Pasir Ris Drive 5 Singapore 550123</p> <p>Contact: +65 9123 4560</p> <p>Email: ahmad_mhd@gmail.com</p> <p>LinkedIn: https://www.linkedin.com/in/ahmadmhd/</p>		<p>Personal Profile This contains your personal particulars and contact details.</p>
<p><u>CAREER SUMMARY:</u></p> <p>A uniformed officer with a Bachelor of Arts (2nd upper) in Criminology and Security. Possesses 22 years' experience in the Singapore Police force holding a senior management position at the level of Assistant Director, dealing with policing operations, project management, program management and stakeholder management, and with deep expertise in managing large scale security operations with a multi-disciplinary team of officers from the operations, technology and logistics departments and stakeholders from the public and private sectors.</p>		<p>Career Summary This is your elevator pitch – A summary of what you are bringing to the table.</p>
<p><u>COMPETENCIES</u></p> <ul style="list-style-type: none"> • Project Management • Programme Development • Managing large-scale security operations • Stakeholder Management • Training and Mentoring • Team Leadership • Decision Making • Effective Communication 		<p>Core Competencies This is why they should hire you! Make sure that the Skills you are marketing match the Skills that the employer is asking for in his job description.</p>
<p><u>PROFESSIONAL EXPERIENCE:</u></p> <p>NATIONAL POLICE CADET CORP (NPCC) 2015 – Present</p> <p>Commandant</p> <ul style="list-style-type: none"> • Coordinated the management of over 150 NPCC units with a combined membership of 15,000 cadets by liaising with various government bodies such as MOE HQ, SPF and the respective schools • Spearheaded the implementation of new initiatives to enrich student experience, increasing overall membership by 10% • Chaired the development of a new NPCC curriculum in order to reduce administrative load on teachers, and enhance learning of cadets and volunteers alike <p>COMMUNITY SAFETY AND SECURITY OUTREACH 2011-2015</p> <p>Head, Operations</p> <ul style="list-style-type: none"> • Supervised the development of a "Persons of Interest" database, that facilitated the solving of many neighborhood crimes • Organised a Crime Prevention Roadshow targeting 2000 foreign workers to raise awareness, by engaging community leaders, schools and various government agencies • Oversaw the execution of 3 community crime prevention projects to tackle the problem of petty crimes such as theft and vandalism, reducing overall theft and vandalism incidents by 70% 		<p>Work Experience This section backs up your Career Summary and validates your Competencies. You need not state every appointment you've held – State key appointments that are relevant to the job you are applying for. Be specific and avoid Police Jargon.</p>

PASIR RIS NEIGHBORHOOD POLICE CENTRE

2006-2011

Team Leader

- Mentored newer officers, equipping them with the necessary skills and knowledge to perform their roles as first responders to emergency situations efficiently and effectively
- Monitored emotional states of subordinates, and conducted counselling sessions when required
- Directed daily operational duties and deployment of officers according to duty roster

COASTAL PATROL SQUADRON

2003-2006

Staff Officer

- Coordinated and arranged administrative, logistical and ration support for daily activities
- Analyzed and developed security measures to ensure integrity and safety of premises

EDUCATION, QUALIFICATIONS & CERTIFICATIONS:

BA (2nd Upper), Criminology and Security

2013

Singapore Institute of Technology

Diploma in Police and Security Studies

2006

Temasek Polytechnic

Advanced Certificate in Training and Assessment

2018

Institute of Adult Learning

AWARDS

Minister's Award

2015

- Outstanding work in developing Persons of Interest database

Commissioner of Police's Commendation

2010

- For Excellent Leadership and Teamwork

REFERENCES

Ms Joanne Tan

Mr Joshua Goh

Manager

Head Manpower

Email: Joanne_Tan@gmail.com

Email: Goh_Joshua_WR@hotmail.com

Contact: +65 9432 5678

Contact: +65 8765 4321

Company: Singapore Police Force

Company: Singapore Police Force

Designation: Senior Manager (Operations)

Designation: Head Manpower, MPD

Education & Certifications

Beyond meeting the required qualifications for the Job, this section shows that you are a consistent learner.

Awards

This section serves to distinguish you from other candidates, giving employers a greater pull to want an interview with you.

Referees

Your referees serve to endorse your character traits and soft skills.

As mature candidates you should attach a written testimonial from your referees to your resume. This will make you stand out from the crowd.

3. Getting each Component Right

The resume is made up of 7 key components. Each component has a specific purpose and must be presented succinctly. The components and their purpose are:

- a. Personal Profile – This allows the employer to contact you.
- b. Career Summary – This is your elevator pitch.
- c. Competencies – These are the Skills you are offering the employer.
- d. Professional Experience – This is the experience that demonstrates how you've acquired the Skills that you are offering the employer.
- e. Educational Qualifications and Certifications - This demonstrates that you have the pre-requisite qualifications asked for by the employer.
- f. Awards – This endorses your demonstrated excellence.
- g. References – This allows the employer to verify your character traits.

The following sections highlights the things you should be mindful of when writing each section of your resume.

a. PERSONAL PROFILE



For A Good Resume Photograph:

- a. Smile!
- b. Dress in a Formal / Semi-formal style; not casual or in uniform
- c. Use a clear and recent photograph

A good profile tells the employer how to contact you, this usually includes:

1. Your Full Name
2. Home Address

3. Email Address - Stick to one with your name in it and avoid e-mail addresses with suggestive pet name.
4. Mobile Number – It is customary to include the country code of +65 in this.
5. Recent Photograph – This is optional but if you do include a photo, it should present you as likable. Some career coaches suggest that photos may not be easily read by automated readers.
6. Your LinkedIn profile link – This is a good to have and it demonstrates your adoption of social media tools.

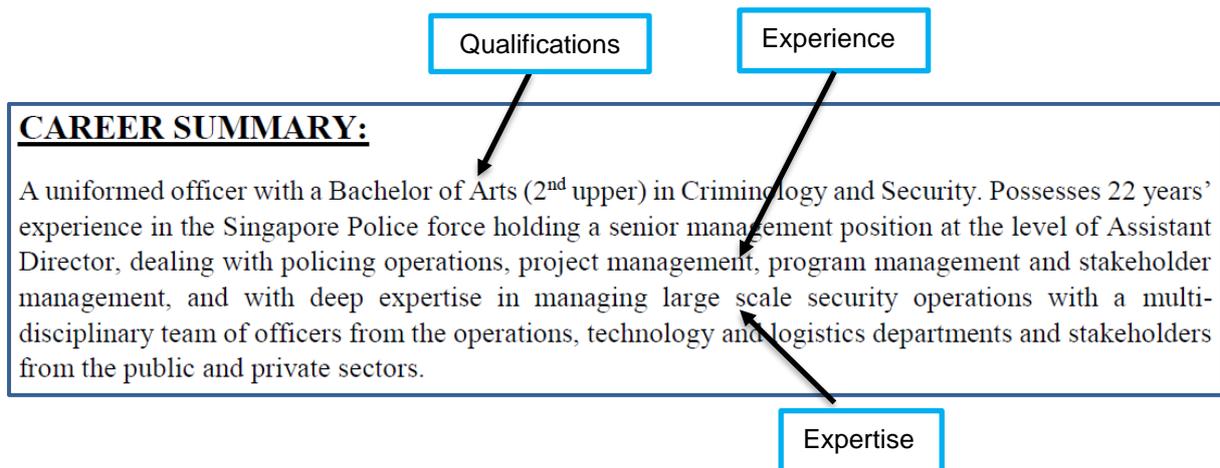
b. CAREER SUMMARY

The career summary is usually written in 4-7 lines. It showcases your main qualifications, expertise and experience and provides the employer with a first impression of you, and allows him to decide, as a first cut, if you are fit for the job.

A well written career summary entuses the potential employer to read on. A poorly written reason often spells the end of the road for the potential employee. A useful approach will be to use keywords that are found in the job description of the position you are applying for in your career summary – this should catch the employer’s attention.

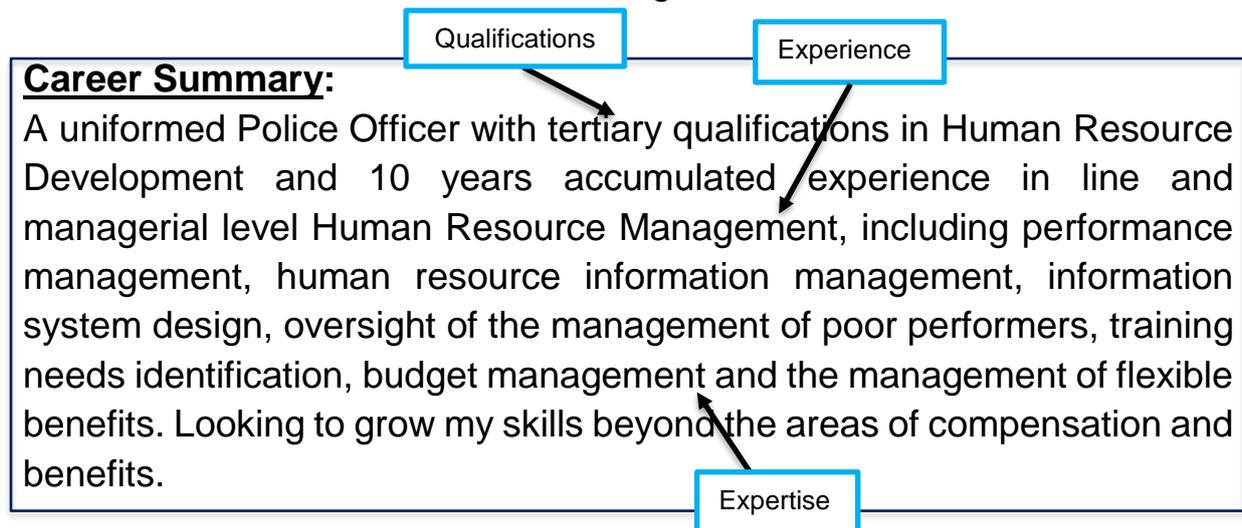
For example, if Company A indicates that they are looking for someone with “a few years of experience in Security Management”, words that would attract them would be skills and experience related to Security Management. You would therefore do well to include phrases such as ‘Policing Operations’, ‘Management of Stakeholders’, ‘Operations Analysis’, and more.

From Sample:



Another Example:

In the area of Human Resource Management



c. COMPETENCIES

This section highlights the skills that you are offering your employer. There are two approaches to presenting this.

If you consider yourself a generalist, you would list your hard and soft skills using key words, and back these up in when describing your job experience. This is what your competencies would look like:

COMPETENCIES

- Stakeholder Management
- Project Management
- Programme Development
- Managing large-scale security operations
- Team Leadership
- Training and Mentoring
- Decision Making
- Effective Communication

If, however, you consider yourself to be a specialist, you may adopt the approach of highlighting the three or four specialist skills that you are selling. In this instance you would back up each of these specialists' skills with an elaboration of the context and depth of these skills.

Expertise

Training and Curriculum Development

- Developed and executed the curriculum for training officers in various areas such as search and seizure of computer systems and other forensic capabilities over a span of 10 years.
- Structured programmes for Forensic capabilities development for 3 years

Leadership and Management

- Supervised training programmes for police officers in the entire Police Force on the principles and techniques of search and seizure of computer systems
- Mentored team of officers in the Forensics Department, ensuring that everyone strived to achieve their fullest potential, by providing sufficient opportunities for all members to harness and grow their respective skillsets
- Motivated subordinates to work towards shared goals and achieve operational efficiency

You might also consider using the first approach when applying for jobs requiring generalists' skills and the second when applying for jobs that require specialist skills.

d. PROFESSIONAL EXPERIENCE

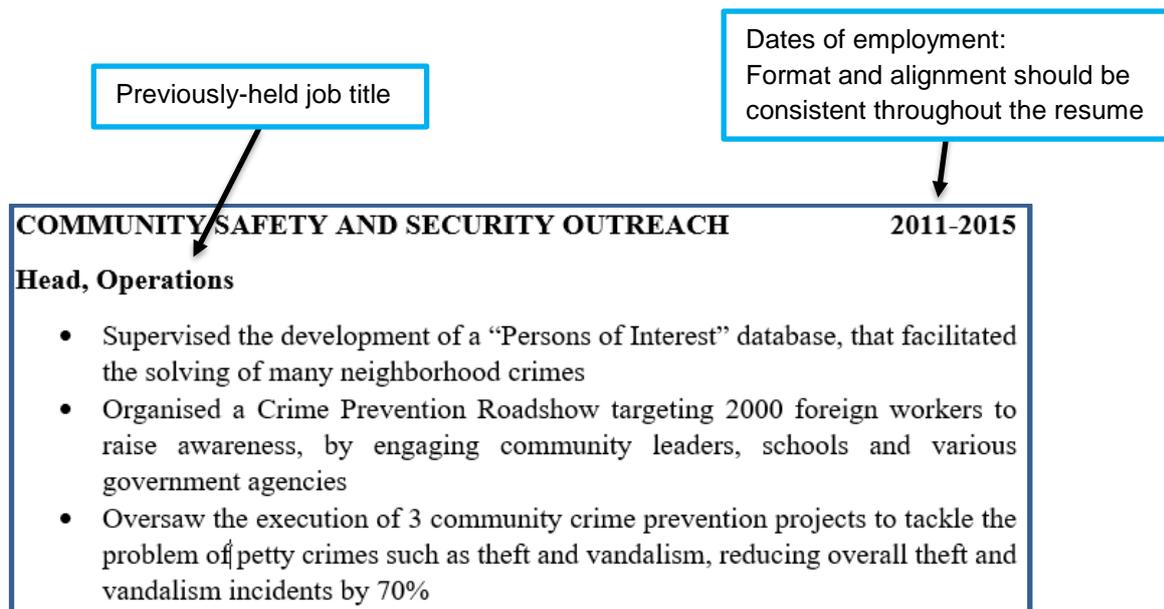
This section serves to justify and back up your “Career Summary” and “Competencies”, by providing your employer an understanding of your current skill level (expert level vs basic level), as well as how your experiences have helped to shape your declared competencies.

Professional experience elaborates on the relevant experience you have, that matches the skills that you’ve declared under ‘competencies’. You should also make sure that this section answers to the requirements stated in the Job description of the job you are applying for. It is acceptable to only elaborate on the appointments that are relevant to the job you are applying for, and to mention the other appointments held. A useful practice would be to showcase the development of a particular competency throughout the years and at different managerial levels.

Each point should include previously-held job titles, dates of employment, work responsibilities and achievements. For leadership and supervisory experiences, it is useful to highlight the broad scope of the responsibility held. Be mindful that there isn’t a universal code to designate a job as a ‘Director’, ‘Manager’ or ‘Assistant Manager’. These terms represent different managerial levels in different organizations. It is therefore imperative that you elaborate on the responsibilities of the Job Title you have declared.

So, instead of just declaring that you were a Team Leader, you should also state the responsibilities you held as a team leader. For example, you would state ‘Led a team of 5 police officers in the conduct of routine police patrols’ or if you were a Departmental Director, you would state ‘Oversaw a staff department of 90 officers in all aspects of HR management for the entire SPF’.

Sample Example:



A useful framework to use in your write up will be the Situation, Task, Action and Result or the S.T.A.R format.

S.T.A.R (Situation, Task, Action, Result)

This framework serves to guide you on what you should include under the professional experience section and how this information should be presented. It is useful to note that in order to create an impact, you should always start with an action verb. Some action verbs that you may consider are listed in 4 (b).

SITUATION

This refers to the background, or context, of the appointment. You would include your main mission in this appointment and what the appointment was about.

TASK

This refers to the detailed challenges and conflicts faced in your appointment and an elaboration of the skills you needed to do the job. You should pick out key responsibilities that can be translated into

transferrable skills, i.e. skills that the employer recognizes as relevant to the job you are applying for. A list of suggested Transferrable skills can be found in Section 4 (a).

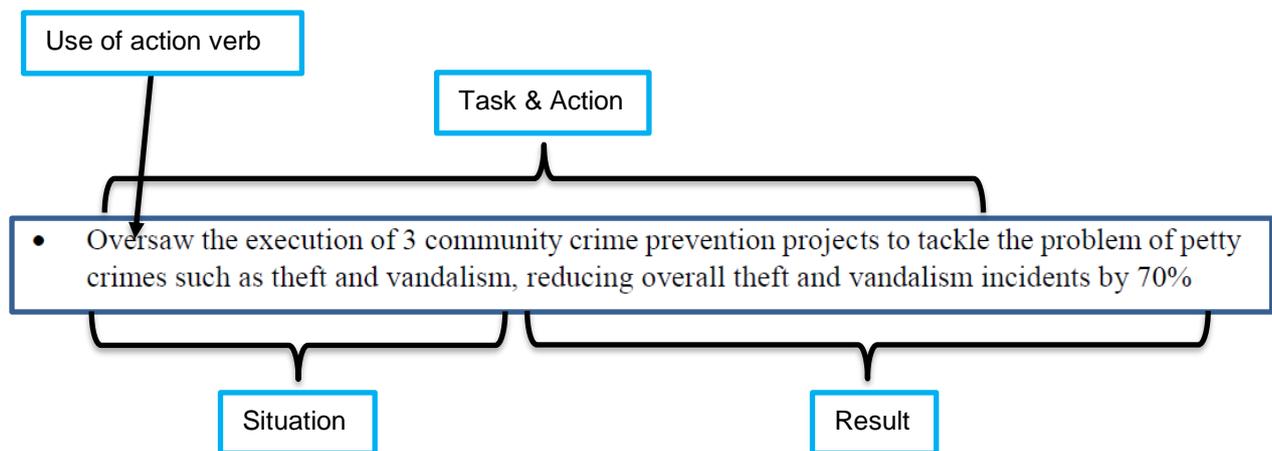
ACTION

This is where you state what you did in your job to overcome the challenges. You would describe things like how you re-designed work processes, engaged stakeholders or how you motivated your staff to overcome the challenges presented by the job.

RESULT

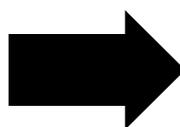
This is where you state both the tangible and intangible outcomes of the actions you've taken on the job. Where possible, you should attempt to present measurable facts such as 'reduced absenteeism by 50%' or 'achieved team gold award for administrative excellence'.

S.T.A.R applied to sample:



When you write:

Your Professional
Experiences



The employer infers:

Proof that you possess
the core competencies
stated

e. EDUCATIONAL QUALIFICATIONS AND CERTIFICATIONS

This section allows you to provide relevant skills and their respective accreditation as well as educational qualifications. This acts as a support for your Professional Experience.

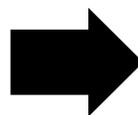
From Sample:

<u>EDUCATION, QUALIFICATIONS & CERTIFICATIONS:</u>	
BA (2nd Upper), Criminology and Security Singapore Institute of Technology	2013
Diploma in Police and Security Studies Temasek Polytechnic	2006
Advanced Certificate in Training and Assessment Institute of Adult Learning	2018

Therefore, if the company you are applying to is looking for someone with background in training and development, your Resume would attract them since you have indicated that you have been certified in Training and Assessment.

When you write:

Your Skills Accreditation +
Educational Qualifications



The employer infers:

You have achieved a Skill
level + You possess certain
theoretical domain knowledge

f. AWARDS

List only relevant or prestigious awards that you have received. Choose awards across the period you have been in service to show consistency throughout your career at the SPF. The awards you showcase might distinguish you from other candidates and give potential employers a greater pull to want to interview you.

From Sample:

<u>AWARDS</u>	
Minister's Award	2015
<ul style="list-style-type: none">• Outstanding work in developing Persons of Interest database	
Commissioner of Police's Commendation	2010
<ul style="list-style-type: none">• For Excellent Leadership and Teamwork	

When you write:

Awards received



The employer infers:

You have gone beyond your Job and your current employer appreciates you.

g. REFERENCES

In this section, you are telling the potential employer that there are people who are willing to back the claims you've made in your resume. Additionally, these referees are the only ones who can provide the employer insights into your character traits. Nowhere in your resume would you have stated that 'you are reliable, trustworthy or responsible' in the way you carry out your duties. These are the endorsements that the potential employer will seek from your referees.

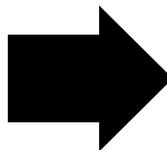
As retiring officers from an organization that supports Career Transition, it will also be smart of you to obtain and attach **Written Testimonials** from possibly two of your former or current supervisors. This is something that other candidates from the private sector will find impossible to do.

From Sample:

<u>REFERENCES</u>	
Ms Joanne Tan	Mr Joshua Goh
Manager	Head Manpower
Email: Joanne_Tan@gmail.com	Email: Goh_Joshua_WR@hotmail.com
Contact: +65 9432 5678	Contact: +65 8765 4321
Company: Singapore Police Force	Company: Singapore Police Force
Designation: Senior Manager (Operations)	Designation: Head Manpower, MPD

When you write:

References



The employer infers:

Someone can vouch for your competency and professionalism - credibility of resume

4. Describing your Skills Effectively

a. TRANSFERABLE SKILLS:

Transferable skills are skills which have been developed within your current job that can be applied in a new job. They are critical as they allow you to speak the language that your potential employer understands, which then allows for you to showcase your skills in a relatable manner.

Transferable skills can be weaved into the sections of Career Summary, Competencies and Professional experience. This guide has categorized the myriad of possible transferable skills you might possess in different areas of expertise.

Human Resource Management

Recruitment / Talent Acquisition / Performance & Appraisal Management / Communication / Empathy / Compensation & Benefits / Award Management / Employee Engagement / Forecasting / Personnel Administration / Staff Structuring / Organizational Development

Leadership

Leadership / Management/ Communication / Strategic Planning / Decision-making / Advisory/ Thought leader/ Principal Advocate/ Project Management/ Change Management/ Collaborative Skills/ Risk Management/ Team leadership/ Coaching/ Performance Management

Administration & Resource Management

Analytical / Detail-oriented / Microsoft Office / Microsoft Excel/ Writing / Budget Management/ Project Planning / Process Improvement/ Operations Management

Community Engagement & Stakeholder Management

Negotiation / Coordination / Communication / Community / Strategic Partnership / Stakeholder Management

Logistics Operations & Support

Strategic Planning & Coordination / Operational Analysis / Operations Management / Inspection / Negotiation / Communication / Inventory management / Procurement / Process Improvement / Project Planning / Supply Chain optimization

Security / Command Operations

Critical Thinking / Communication / Strategic Planning / Tactical Science / Operations or Incident Management / Emergency Planning / Crisis Management / Risk Assessment / Access Control / Security Awareness

Training & Curriculum Development

Communication / Leadership / Talent Management / Training & Development / Planning / Coaching and Mentoring / Team-Building / Strategic Planning / Curriculum Design & Development / Instructional Design / Public Speaking

Investigation

Leadership / Communication / Decision-making / Detail-oriented / Strategic Mindset / Case-Handling / Crime Scene Investigations / Writing / Project Management / Planning & Coordination

Forensics

Analysis / Engineering / Programming / Software Development / Communication /
Computer Forensics / Documentation & Reports

Cybersecurity / Data Analysis

Data Analysis / Data Mining / Decision-making / Algorithms / Computer Science /
Planning / Application Installations / Programming / Security Software
Development / Cyber-hygiene / SQL / SPSS / Statistics

Internal Affairs

Analytical / Discipline & Ethics Management / Case-management / Planning/ Audit/
Counselling/ Interview skills/ Data analysis/ Public Communications/ Internal
Communications/ Design of Policy Interventions

Public Affairs

Communication / Marketing & Branding / Content Management / Media Relations / Public
Relations / Public Speaking / Crisis Communication / Event Management / Project
Management / Writing Production / Corporate Social Responsibility / Planning

Police Licensing & Regulatory

Communication / License & Regulations Management / Policy Formulation / Leadership /
Planning / Validation / Design Control / Quality Assurance / Change Control/ Data
Management / Stakeholder Engagement/ Public Communications

b. ACTION VERBS:

The table below provides a list of adjectives and adverbs you can use to describe your skills / responsibilities, and give your resume a personal touch:

Accelerated, accomplished, achieved, acquired, acted, adapted, addressed, advised, aided, allocated, altered, amended, analysed, appraised, assembled, assessed, assisted, authored, authorised	Managed, marketed, maximised, measured, mediated, merchandised, met, minimised, modelled, moderated, modified, motivated, moved, multiplied
Balanced, blended, boosted, brainstormed, budgeted, built	Navigated, negotiated, networked, noticed
Calculated, chaired, challenged, combined, commissioned, committed, communicated, compiled, confirmed, coordinated, contributed, created, critiqued, customised	Observed, obtained, operated, organised, oriented, oversaw, owned
Decided, dedicated, deferred, demonstrated, designated, designed, determined, developed, devoted, directed, disclosed, discovered, discussed, distributed, diversified, documented, double, drafted	Participated, passed, perceived, performed, permitted, persuaded, pioneered, placed, planned, polled, presented, preserved, printed, prioritised, processed, procured, produced, profiled, promoted, proposed, provided, purchased, pursued
Earned, edited, elected, eliminated, employed, ended, endorsed, enforced, engaged, engineered, entered, entertained, estimated, evaluated, exchanged, exempted, exercised, expected, expedited, explained	Queried, questioned, quoted
Facilitated, figured, financed, fit, focused, formed, formulated, fortified, fuelled, functioned	Raised, ran, ranked, reached, received, recorded, recovered, recruited, redesigned, reduced, rehabilitated, reinforced, reinstated, rejected, replaced, remedied, responded, researched, resolved, restored, retained, retrieved, revamped, reversed, reviewed, revised, revitalised, rewarded
Garnered, gathered, gave, generated, graphed, grouped, granted, guaranteed, guided	Saved, scheduled, screened, secured, selected, sent, separated, set goals, settled, shaped, shortened, showed, signed, simplified, sold, specialised, stabilised, staged, standardised, steered, stimulated, strategized, studied, substantiated, supervised, supported, supplied, surveyed
Handled, headed, helped, hired	Tabulated, tailored, targeted, tested, took, trained, transferred, transformed, travelled
Identified, illustrated, implemented, improved, inaugurated, incorporated, incurred, induced, informed, innovated, inspected, inspired, installed, instilled, interpreted, interviewed, invented, invested, issued	Uncovered, undertook, unified, united, updated, upgraded, utilised
Joined, judged, justified	Validated, valued, verified, visited, visualised
Launched, lectured, led, listened, litigated, lobbied, located	Weighed, welcomed, witnessed, won, worked, wrote

(Adapted from book, "Your Career Life Action Plan")

5. RESUME SAMPLES

Other samples for your reference:

Sample 1:



Raj Kumar
Contact: +65 85671 2345
Address: 4 Simei Ave 3 Singapore 527456
Email: kumaraj@yahoo.com.sg
LinkedIn: <https://www.linkedin.com/in/kumaraj/>

Career Summary

Multi-skilled training professional with 15 years of experience in staff development and leadership. Adept at planning and developing high-quality training programs to enhance the knowledge and abilities of team officers and improve productivity and efficiency. Dedicated to managing teams and optimizing operations to meet current and expected demands. Looking to grow my skills beyond performance management, and to engage in talent development for the company.

Professional Experience

2013 – Current	Head, Staff Development
	<ul style="list-style-type: none">Devised new guidelines on training strategies for the entire SPF with senior management, which generated an overall increase of 10% in performance effectiveness across the various departments.Renewed existing training curriculum to ensure that it is highly focused and better targeted at meeting the training needs of officers, improving overall training effectiveness.Analysed best practices and unified existing appraisal schemes into one to be applied across all departments, to ensure consistency in how officers are rewarded.
2009 – 2012	Manager, Staff Development
	<ul style="list-style-type: none">Audited training and developed an assessment tool to measure the return on investment of the training and developmental programmes of the division.Rationalised and streamlined 25 separate training programs into 5 programs with a tiered structure, through retaining best practices, thereby ensuring training is of the highest quality. The tiered system also ensured that training is progressive, and trainees can consistently see improvement and remain motivated.Proposed and pushed for a unifying scheme where non-degree holder officers are able to take on the roles and responsibilities of a senior officer if they have an outstanding, proven track record.
2003 – 2008	Assistant Manager, Staff Development
	<ul style="list-style-type: none">Guided 10 subordinates in creating their own individual developmental plans which detailed measurable goals and a realistic timeframe for achieving each goal.

- Created clear line of sight for subordinates with tangible performance metrics and regular feedback so that they are able to understand what they can realistically achieve.
- Facilitated an organisation wide effort to make a cultural shift to a learning organisational culture with more open communications and one that encourages cross-functional development and exploration.

Other Appointments held: Strategic Planning Officer (Development) (1999-2003), Assistant Strategic Planning Officer (1996-1999), NPC Team Leader (1994-1996)

Expertise

- | | |
|---------------------------------------|--------------------------|
| - Leadership and Management | - Change Management |
| - Training and Curriculum Development | - Performance Management |
| - Strategic Planning | - Talent Management |

Skills and Qualifications

2010	Advanced Certificate in Training and Assessment
2008	Certificate in Talent and Performance Management
1998	Bachelor of Human Resource Management (Honors) National University of Singapore

Awards

2017	Minister's Award <ul style="list-style-type: none"> • Excellent Leadership and Teamwork
2012	Commissioner of Police's Commendation <ul style="list-style-type: none"> • Outstanding work in Staff Development Department

Referees

Ms Joanne Tan Manager Email: Joanne_Tan@gmail.com Contact: +65 9432 5678 Company: Singapore Police Force Designation: Senior Manager (Operations), Manpower Department	Mr Joshua Goh Head Manpower Email: Goh_Joshua_WR@hotmail.com Contact: +65 8765 4321 Company: Singapore Police Force Designation: Head Manpower, Manpower Department
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Sample 2:



Goh Cheng Han Paul
• Address: Block 411 Tampines Street 11 Singapore 530411 • Contact: +65 8765 4321
• Email: paulgoh@hotmail.com • LinkedIn: <https://www.linkedin.com/in/gchpaul>

Core Competencies

- Personal and Organizational Leadership
- Stakeholder Engagement
- Strategic Planning
- Needs Analysis and Ideation
- Program Development
- Resource Optimisation
- Project Management
- People and Organizational Management

Professional Experience

2010 – Present
Deputy Commander • Training Command

- Responsible for all operational matters under the purview of the Police Training Command (PTC). This is the only training school of the Police Force. It oversees the training of uniformed officers from the basic to senior management levels across core policing domains and specialized areas such as investigations, forensics, police operations, criminology and intelligence. It has a staff strength of about 220 trainers and management staff.
- Spearheaded the co-creation, development and implementation of learner centric curriculum and content delivery, including the procurement and deployment of SPF wide learning management system.
- Initiated and collaborated with Temasek Polytechnic and the NUS School of the Arts for the accreditation of courses conducted by the Training Command, thereby enabling course participants to earn credits in courses conducted by these institutions.
- Key account holder for the Infrastructure and training budget of Training Command, overseeing an operating budget in excess of \$7M annually.
- Chaired the Quality Assurance Committee of the Training Command, achieving the Innovation Gold award over 4 years, and the ISO 90000 certification since 2014, for the Training Command.

2006 – 2010
Head • Operations and Training
Tanglin Division HQ

- Headed a staff department of 6 officers with oversight of all operational and training matters in the Tanglin Police Division including operating procedures, crime monitoring, case management, weapons management, media management, community engagement plans, community education programmes and stakeholder management initiatives.
- Reporting directly to the Deputy Commander on resource, innovation and operational budget management.

- Principal staff officer responsible for the planning and execution of security operations plans for events management including the National Day Parade, Orchard Road Weekend Community Events and major international conferences conducted in venues in the Tanglin area.
- Managed an annual operating budget of \$250,000 and was directly accountable for the management of all contracts in the division, spanning contracts for the provision of training, facilities management, welfare and events management.

2001 – 2006

Dy Head, Operations • Police Coast Guard Command Centre

- Led a team of 12 operations officers, with two vessels, in the enforcement of open sea lanes of communications in the South China Sea, thereby ensuring the sovereignty of Singapore Territorial Waters. The team was involved in the interdiction of an average of 3 vessels involved in illegal activities a month, and the inspection of commercial and leisure vessels on a daily basis.
- Planned and participated in several multilateral security exercises, as part of the maritime security task force. The exercise involved forces from neighboring countries, the US and Australia. The lead up to the exercises involved sharing sessions and the validation of operational co-ordination, and operating procedures.
- Collaborated closely with foreign counterparts in Malaysia and Indonesia, as well as with local agencies such as Republic of Singapore Navy and Maritime and Port Authority, as part of routine operations.

Other Appointments held: Operations Officers (1996 to 2000), Senior Investigations Officer (1992 – 1995) Team Lead (1990 to 1991)

Educational Qualifications and Certifications

2012

Home Team School of Criminal Investigations – Victim Management for Better Policing Course

- Certificate of Achievement

2009

National University of Singapore

- Bachelor of Social Sciences – 2nd Upper (Honors)

2006

SCDF – Incident Management Course

- Certificate of Achievement

2002

PSB Institute for Productivity Training

- Diploma in Personnel Management

Awards & Recognitions

2013

Commissioner of Police Commendation for Excellent Team Work and Outstanding Performance

2005

Police Coast Guard Commander's Award for detection and arrest of illegal immigrants

References

Mr Joshua Goh
Head Manpower
Email: Goh_Joshua_WR@hotmail.com
Contact: +65 8123 4567
Company: Singapore Police Force
Designation: Head Manpower, Manpower Department

Ms Joanne Tan
Manager
Email: Joanne_Tan@gmail.com
Contact: +65 9432 5678
Company: Singapore Police Force
Designation: Senior Manager (Operations), Manpower Department

6. OTHER CHANNELS FOR ASSISTANCE

You may also explore

- ✓ Templates in MS word. MS word has several templates that you can use to generate the format of a Resume.
- ✓ Templates in Job Portals. Job portals such as careers.gov, mycareersfuture.sg and jobstreet have comprehensive resources of how a good resume should be written. All of these also have features to allow you to store your resume for future jobs.
- ✓ Resume Apps. There are several commercially available open-source applications that are designed specifically for generating resumes.
- ✓ Career Coaches at Workforce Singapore. WSG has six career coaching centres across the island. Career coaches at these centres are trained to assist you to vet through your resume. You may call 6883 5885 to make an appointment with them. This service is free.
- ✓ POLWEL. SPF officers may seek the assistance of Emily NG, Manager Employment Services at POLWEL to sign up for a comprehensive coaching package with POLWEL, or to engage them in a conversation, free of charge. Emily is contactable at 6225 0596 or emily_ng@polwel.org.sg

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