ingeus Singapore Client Stories

ingeus

Building strong societies and enabling better lives.

Everything Ingeus does is about people. We facilitate positive change and help people take charge of their lives.

We deliver employment services to unemployed jobseekers, helping them move into meaningful and sustainable work.

We know work is good for people's health, their families and society.

During 2020, our mission was even clearer and more challenging than ever.

Since the start of the pandemic, we have worked with over 3700 clients, supporting them to develop and discover new skills; find new jobs and careers; and regain their confidence and independence.

We take pride in delivering services that make a difference to people's lives.

Ingeus is a proud member of leading global human services and healthcare organisation, the APM Group. Every day, we support thousands of people across 10 countries, giving them the independence, knowledge and know-how to thrive.

In Singapore, Ingeus partners with the Skills and Workforce Development Agency (SWDA) to meet the needs of unemployed people.

Our passion lies in helping people be their best.

While Ingeus is proud to make a positive impact, the stories in this book belong to the people we've supported.

www.ingeus.com.sg

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> **It’s a very interesting job, I get to meet and share my knowledge with people from all walks of life. I’m sharing my passion for music and helping others find their passion, too.**

Proud Prebhu makes beautiful music again

For a ‘people person’ like Prebhu Subramaniam, being unemployed left him feeling low.

After months out of work, Ingeus helped him land a surprising role which was a major change from his previous job.

His previous customer-facing role with a housing development authority was interesting and engaging, so Prebhu found the solitude of looking for work tough.

“Looking for a job is painful and tedious. Each time I heard from a prospective employer, my hopes were raised, only to be dashed again when I missed out on the job,” Prebhu said.

“I felt depressed. Every day I asked myself, will I ever come out of this situation?

“I’m a very social person with lots of good friends, but I felt ashamed to connect with them. Before this, I was someone with a good job and a good salary,” he said.

Working with Ingeus coach Angeline Tan helped get Prebhu’s job search back on track.

“Angeline taught me everything I needed to know about how to get employed – writing a resume, interview techniques, and how to answer questions on a panel,” Prebhu said.

Ingeus even managed his job searches and his time, so he could focus on the commitments of being a single father of two boys.

With the help of Ingeus, Prebhu’s career has taken an interesting twist and he’s teaching the tabla drums in a music school.

“It’s a very interesting job, I get to meet and share my knowledge with people from all walks of life. I’m sharing my passion for music and helping others find their passion, too.”

“When I pass the knowledge down to my students, I feel extremely proud. There are not many tabla teachers in Singapore, we are a rare breed”.

> **I'm not the kind of person to worry. I knew that with a positive attitude, some confidence and the support of Ingeus, I would land a job.**

Abdullah learns some new tricks

After an overseas holiday left him stranded during the pandemic, Abdullah Bachmid returned to Singapore to find his job gone.

"I'd been employed for so long, I hadn't applied for a job for decades. These days the process is very different, especially with the use of technology" Abdullah said.

"I guess I'm quite old-school, so it wasn't easy. I'm very thankful to Ingeus."

Abdullah, who has nearly 30 years' experience working in law firms, worked closely with his Ingeus coach Jo Wong to map out the opportunities.

Despite being out of the job search game for so long, Abdullah knew if he took the advice Jo gave him, the right job would come.

"I'm not the kind of person to worry. I knew that with a positive attitude, some confidence and the support of Ingeus, I would land a job," he said.

Jo explained the current job market and how things had changed since Abdullah was last applying. Together, they worked diligently on his resume and brought his profile up to date.

Abdullah is very grateful for the support he received from Ingeus.

"Jo really went above and beyond, calling me on weekends and giving me the courage to get out there," he said.

"I was rusty, I hadn't been to an interview for so long! Working with Jo gave me confidence and helped me get my message across well in interviews. The whole experience was more enjoyable because of Jo's help".

Two weeks after he started working with Ingeus, Abdullah had not one, but two great job offers.

"It was wonderful to have options. I accepted a job with the law firm Drew & Napier which is a great fit for me. I can keep up to date with all of the latest technology and there are future opportunities for me here".

> **Although there are many opportunities in the market, employers were still selective and wanted to find the right fit candidate.**

The sky's the limit for Alvin

For Alvin Ng, being unemployed during a pandemic was like a 'nightmare', but it also gave him an incredible opportunity.

When he began the job search, he was initially upbeat. Alvin knew the Singapore Government was very supportive of people who are out of work due to the pandemic.

"Although there are many opportunities in the market, employers were still selective and wanted to find the right fit candidate," Alvin said.

As time passed, it became more and more challenging for Alvin to find the right job with the right remuneration.

"When you do not have a job but have personal and family commitments, desperation comes to mind," he said.

Alvin did not let things get the better of him.

Working with Ingeus, Alvin developed his online profile, focusing on his key skills to attract employers' attention. He also took a strengths-based approach, drawing on the elements of his previous job which he really enjoyed.

By shining a light on his experience in client service delivery and exceptional understanding of the people, process, technology framework, Alvin worked with Ingeus to shape a winning profile which began to draw the attention of a number of employers.

Alvin landed a job that didn't just get his career just back on track, but flying.

"It is a governance position, ensuring staff are following process and policy when working with third party vendors providing IT managed services," Alvin said.

Not only is Alvin delighted to be

working with data, analysing gaps and opportunities and helping his company to improve; he's now on a path towards a Head of Technology role, which is a perfect fit for his career aspirations.

"This is a great job which allows me to spend time upgrading my skills through various courses, but also offers excellent work-life balance. I am able to spend time with my family and friends, while also building a career I enjoy".

> **“The hard part is over now and I’m glad I didn’t give up. I am learning new things every day and this company offers good benefits, too”.**

Priya pushes beyond her comfort zone

With 5 years’ experience in human resources, Priya Ravindran had a head start in her job search. She understood what would be involved in the job hunt and recruitment process.

Despite her background and knowledge, unemployment was challenging and it could not have come at a worse time.

“I was pregnant when my role in the tourism industry was made redundant - I was devastated. I was desperately searching for a job,” Priya said.

“Getting rejected for jobs over and over is tough. I lost focus at home and my family was affected”.

Priya needed help to climb out of the unemployment hole. She found this help with Ingeus, through their workshop series and working with job coach Mimi Tay.

“The first time I went to meet her at the Ingeus office, Mimi was so involved in our conversation that she forgot the time. All of her colleagues had finished work and gone home - and we were still talking,” recalls Priya.

“Mimi was on standby 24/7 for me. We talked about work and my search as well as personal issues. She assisted me with my resume, LinkedIn profile and taught me how to network.

Within three weeks, Priya had a job offer.

Her role as HR Executive with engineering and infrastructure firm Meinhardt Group is a refreshing change from the tourism industry and will provide her with new challenges and learning.

“The hard part is over now and I’m glad I didn’t give up. I am learning new things everyday and this company offers good benefits, too”.

> **Working with Ingeus helped me maintain a positive attitude. I set myself small goals each day. With their support, I never lost hope**

Brenda finds positivity and purpose

Brenda Tan was ready to give up on her job search after two years out of work.

Today she's working in a corporate planning role at the Singapore National Eye Centre, a job and employer with a strong sense of purpose.

After experiencing many setbacks and rejections, Brenda stopped sending out her resume.

Working with her Ingeus career coach Mimi Tay was exactly what she needed to be more motivated and strategic in her job search.

"Ingeus helped me better position myself to re enter the job market," Brenda said.

"I thought Mimi would give me job search advice and talk about how to answer interview questions, but I got so much more than that," she said.

Mimi helped Brenda employ a strategy on LinkedIn – to build up her network, shape her profile and utilise the platform as part of the job search process.

"This programme was excellent, everything happened so quickly when I signed up and the planning was great. I had new things to learn each week."

"Mimi encouraged me not to be shy about asking her questions. She really went the extra mile, sending me job opportunities on weekends or at night and giving lots of advice. I can share any problems with her, in my job search and in my personal life," Brenda said.

To her own amazement, within one month of signing up with Ingues, Brenda landed a great job.

"It's quite similar to my previous role, working with the leadership team but I'll be helping them establish a whole new department so it will be very challenging!

"Working with Ingeus helped me maintain a positive attitude. I set myself small goals each day. With their support, I never lost hope".

> **I am happy to find work which is so meaningful**

Joanne pays it forward in new job

Working in the travel industry for more than 12 years, Joanne Tay was forced to consider a new career direction when she became unemployed.

Three months into her job search and despite her diligence, Joanne was at her wits' end.

"I was upset and felt uncertain about the travel trade. I was getting no responses from the companies I applied to," Joanne said.

It wasn't long before her family's finances were affected and she had to use savings for daily expenses.

Everything changed when Joanne began working with Ingeus in the Career Matching Programme.

Ingeus coach Rachel Cho talked Joanne through various opportunities and helped her prepare for job interviews.

"Rachel was friendly, caring and patient. She encouraged me and built up my confidence," said Joanne.

Together they found an ideal role for Joanne, working as a talent specialist with a major digital learning and talent platform with 50 campuses across Asia.

"I am happy to find work which is so meaningful," said Joanne

"The best thing about my new job is how it mirrors the support Ingeus gave me. This time I can help others to find a job."

In her new role at Lithan, Joanne helps businesses find the right talent and supports trainees through their learning journey and into digital careers.

After her own difficult time in unemployment, Joanne is delighted she can support others facing similar challenges.

"As a career switcher who was unemployed for a long time, I understand the pain people face. I share my own story with trainees and encourage them, just like my Ingeus coach encouraged me".

> **Serene and Ingeus played a huge part in my development as a person. I've learned about personal motivation and that I should never give up.**

Ingeus helps Razmy to never give up

Working with Ingeus was an experience that changed Razmy Bin Ramli's life.

Now he's in an exciting new position where he ensures people have a great experience,too.

Week after week during his job search, Razmy got rejected. Despite sending 50 to 60 applications each month, he couldn't get through the door to an interview.

Razmy joined the Ingeus Career Matching Programme and was paired with coach Serene Wong.

"Serene motivated me a lot. She helped me think about what I should do next, what type of job I should look for," Razmy said.

"I needed help with looking for a job, updating my resume, how to speak in an interview and also with developing my personal brand," he said.

Serene helped Razmy understand his strengths and sharpen his sprawling six-page resume.

"I realised I was overdoing it and that my resume needed to be more to the point. I also learned about the importance of key words and the technology systems employers use to scan resumes. This was all new to me!"

The support he received from Ingeus paid off and Razmy now has a job with the National Youth Council as a Technical Project Specialist.

"I'm working on the Council's social services platform. We are trying to improve the experience for youth volunteers and motivate people to continue volunteering rather than volunteering as a one-time thing," Razmy explains.

"Serene and Ingeus played a huge part in my development as a person. I've learned about personal motivation and that I should never give up".

> **If you’re looking for a job, be patient. Spend time working with your coach. It will happen.**

Pilvinder learns to trust in herself

From the moment she arrived at Ingeus, Pilvinder Kaur felt at ease. Her career coach Jo Wong saw her full potential and helped put her career back on track.

Having previously worked in an executive search agency, Pilvinder was aware of how the job search process worked. Yet when she found herself unemployed, she really struggled.

“I thought I would find another job easily but due to COVID, no one was looking to hire office receptionists or frontliners,” Pilvinder said.

“I applied for a lot of jobs, sent my CV through all the job portals I could think of and even to my friends”.

Pilvinder considered applying for jobs she wasn’t even interested in, thinking any job was better than none.

“I had almost given up hope. There was a stage where I would accept any job,” she said.

But Ingeus coach Jo knew Pilvinder was an excellent candidate with an exceptional work history and assured her they would find the right long term job.

Being selective really paid off. After one month of working with Ingeus, Pilvinder secured an interview with a highly respected investment company.

“Before my interview, I was nervous and worried. I called Jo and she helped me open up and relax.

“She told me to be myself. I told the interviewers I was a mother of four and was very surprised when they really wanted to know more.”

Sharing her genuine self was the right move. Pilvinder landed the job and hasn’t looked back.

“If you’re looking for a job, be patient. Spend time working with your coach. It will happen”

> **When one door closes, another opens. I've learned not to regret the closed door but to focus on the one that might open next".**

William had Ingeus in his corner

Business owner William Tan was on top of the world before the pandemic. When it all came crashing down, he needed a strong supporter to help him out of his mid-career slump.

Ingeus fought for William, helping him land a role he thought had passed him by.

"I'd spent the last five years building my own business, specialising in designing and constructing radiology departments for medical institutions," explains William.

"Before the business, I had 25 years' experience across construction, market development and consulting. Yet when I sent out my resume, I got no response," William said.

Concerned that he was too late in his career to get back into the workforce, unemployment quickly took a toll on William. Without an income, he eventually lost his flat and things really hit home.

"It was probably the lowest point of my life. I lost all motivation, had no ambitions and was convinced that no company would hire someone of my age," admitted William.

Working with Ingeus, William not only got the tips he needed to sharpen his profile and approach, but the support to believe deep down he could land a great job once again.

William's job search took another tough turn when he discovered an exciting role which was a perfect match for him but applications had just closed.

But his Ingeus coach Angeline Tan never gave up on that opportunity - or William.

"Ingeus kept contacting the company until they agreed to interview me," he said.

"They spared no effort in securing that interview for me. I am forever grateful and will always remember how hard they fought."

William's new job is part of a pilot programme that helps experienced professionals make a mid-career change and help businesses grow by tapping into their experience.

"This employer and programme looks beyond age, qualifications and industry experience when selecting candidates. They make a significant investment in training us so we can successfully integrate our own expertise.

"When one door closes, another opens. I've learned not to regret the closed door but to focus on the one that might open next".

Employers

> **It was incredibly valuable to speak with the Ingeus career coaches to understand each candidate's story as well as their personality and strengths.**

Finding the best talent for Advancer

Hiring exceptional talent is key to achieving Advancer Global's mission to be the largest property managing agent in Singapore.

Advancer Global's Group Human Resource and Corporate Affairs Director Brian Tan said their partnership with Ingeus played a big part in achieving their hiring and business goals.

"Ingeus introduced candidates who have proved to be very valuable resources for our business," Brian said.

"We want talented, driven professionals to join us. Candidates who can draw on their previous experience and knowledge to complete tasks effectively and efficiently. Ingeus really helps us achieve our hiring needs."

As a leading Integrated Facility Management Services provider, Advancer is committed to nurturing future leaders.

Through their Advancer Managing Agent Partnership Programme, they recruit candidates from backgrounds across banking, finance, hospitality, building construction, logistics, and IT to become future leaders.

"Our people come from diverse backgrounds with various skills and competencies. But more importantly, when they join us, they bring business acumen, networks and a sense of innovation," Brian said.

In 2020, Ingeus provided a dedicated team to assist Advancer with this programme.

"The Ingeus team invested a lot of time in understanding our business goals so they'd be able to find the best candidates to match our needs," he said.

"In one recruitment round, we had more than 100 applications to consider and in the end

we were able to hire eight candidates. Ingeus helped with preliminary screening and organising interview activities as well as scheduling and other administrative functions," he said.

"It was incredibly valuable to speak with the Ingeus career coaches to understand each candidate's story as well as their personality and strengths".

> **Our partnership with Ingeus is a wonderful way to build stronger relationships with the Singapore community and give opportunities to locals.**

Andaz Singapore puts real heart into hotels

For luxury hotel business Andaz Singapore, working with Ingeus on their hiring needs is a win-win.

While their partnership with Ingeus helps unemployed Singaporeans get back to work, it's also beneficial for the struggling hospitality industry.

General Manager Stephen Karl of Andaz Singapore said since the pandemic, it's more and more challenging to get people to work in hospitality.

"Our partnership with Ingeus is still new, but it's already proving mutually beneficial for local talent and for our business," Stephan said.

It's important for Andaz to use different routes when hiring that includes long-term unemployed candidates via Ingeus.

"Working with Ingeus is very streamlined and straightforward. This is an open, flexible partnership which I know will be a fruitful one. We believe that everyone has the potential to excel. It's all about being clear about expectations."

"Our partnership with Ingeus is a wonderful way to build stronger relationships with the Singapore community and give opportunities to locals," he said.

"I am determined to support all new employees to be the best in every single way, not just at work."

Andaz Singapore is a luxury Singapore hotel by Hyatt, in vibrant Kampong Glam, Bugis and Little India. The partnership with Ingeus is in line with the hotel's culture of caring for people so that they can be the best, and building stronger communities for people to thrive.

> **We need Ingeus as a partner. They have a wide pool of jobseekers, beyond what we can reach, and they save us a lot of time by doing the searching.**

Supporting the Club that puts people first

At the Singapore Island Country Club, relationships are everything.

The island's oldest and most prestigious country club values it's relationship with employees as much as it does with members.

Through a partnership with Ingeus, the Club recently welcomed three new employees into the family, with hopes of many more to come.

General Manager Desmond Tay said the three new team members have joined the golf department as marshalls and are settling in very well.

"We are very happy with how our new staff are settling in," Desmond said.

"In a short time, they have blended with the team and are performing well. We really value the fresh ideas and perspectives they bring," he said.

The Club works diligently to be a welcoming, inclusive place to work. Many of its best employees are senior staff who are approaching retirement age yet want, or need, to keep working.

"We like to shape roles for people, to allow them to continue their careers," Desmond said.

Desmond is proud of the experience the Club provides for employees and the camaraderie in the team.

"We need Ingeus as a partner. They have a wide pool of jobseekers, beyond what we can reach, and they save us a lot of time by doing the searching.

"With Ingeus, we get the right candidates in the first round of screening. So far the results have been very fruitful.

As General Manager, building long term employee relationships is Desmond's focus.

"Each month I have a coffee with all the new staff. Then after they've been here for three to six months; I have a special lunch with them. I want to know how they are fitting in but also ask for their ideas and feedback," explains Desmond.

Even during difficult times, the Singapore Island Country Club is looking to hire new people and create strong employee relationships that last decades.

"Many people are out of a job so we have been trying to help. With or without experience, we can find them something within our organisation," Desmond said.

Supporting Singapore citizens to be their best.

Since the Career Matching Provider Programme began in 2017, Ingeus Singapore has supported more than 4000 people into sustainable employment and to access a range of government programmes including the career support programme, the professional conversion programme and work trials.

Our purpose is to enable better lives. We facilitate positive change and help people with the knowledge and know-how to thrive.

Ingeus is a proud member of leading global human services and healthcare organisation, the APM Group.

The Career Matching Provider Programme is delivered by Ingeus from the Lifelong Learning Institute in Paya Lebar.

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SWDA Skills & Workforce Development Agency