

**TAN Chee Hiang Nicholas**

School of Computing and Information Systems  
Singapore Management University (SMU)  
80 Stamford Road  
Singapore 178902

Email: nicholastch@smu.edu.sg



**Education**

Master of Technology, National University of Singapore, Singapore, 1999  
Bachelor of Science, University of Washington, United States of America, 1989

**Academic Appointments**

Senior Lecturer of Information Systems, School of Computing and Information Systems, SMU, Jun 2021 - Present  
Principal Lecturer & Consultant, Digital Strategy & Leadership Practice, Institute of Systems Science, National University of Singapore, Singapore, Jan 2014 - May 2021

**Other Positions and Affiliations**

Director, Enterprise Technology (Global Technology) / Business Relationship Management (Asia, Middle East & Africa Region), Global Technology, InterContinental Hotels Group, Singapore, Jan 2011 - Jan 2014,  
- Provided regional technology-business alignment leadership; managed key relationships with business functions through regular dialogues to understand technology for business operations and opportunities; advised business partners on their technology spend. Major regional achievements:

- . Hotel Revenue Performance Analytics
- . Food & Beverage (F&B) Point-of-Sale integration with Inventory System and Loyalty Programme
- . F&B Table Management omni-channel solution

Manager, Professional Services (Asia-Pacific & Japan), StayinFront (SEA) Pte Ltd, a Redi-Direct Company, Singapore, Jan 2008 - Jan 2011,

- Provided professional services and maintained key relationships with major clients
- Delivered Customer Relationship Management (CRM) Field Force Automation solutions to Pharmaceutical and Fast-Moving Consumer Goods (FMCG) customers

Senior Manager, Global Services, Savi Technology Asia Pte Ltd, a Lockheed Martin Company, Singapore, Jan 2006 - Jan 2007,

- Managed the Global Solution Centre by providing consulting, solutioning, training and support with access to global resources

- Developed Supply Chain and active Radio Frequency Identification (RFID) solutions to Defence and Logistics customers

Chief Technology Officer, Logipolis Pte Ltd, a PSA Corporation Ltd Company, Singapore, Jan 2000 - Jan 2005,

- Established technology vision and oversaw technology services, product development and software architecture

- Developed a complete suite of web-enabled products, including a portal providing auction, reverse-auction, containerized shipping and loose cargo shipping services

- Developed an intelligent vehicle scheduling system for Kuala Lumpur International Airport

Senior Project Manager, NCS Pte Ltd, a SingTel Group Company, Singapore, Jan 1999 - Jan 2000,

- Functioned as the Pursuit Manager responding to a government application infrastructure tender; developed proposal outline and compliance matrix

- Managed proposal schedules, plans, deadline, staffing, progress monitoring and coordination of technical activities

Project Manager, Logipolis Pte Ltd, a PSA Corporation Ltd Company, Singapore, Jan 1998 - Jan 1999,

- Developed a distributed real-time vehicle scheduling and dispatch system for Kuala Lumpur International Airport (KLIA)

- . Designed technical and system architecture with partners Digital and Qualcomm

- . Assembled technical team and provided project development oversight

- . Reviewed and approved all technical deliverables prior to system integration and delivery into testing and production

Assistant Vice-President, Information Technology, United Overseas Bank Limited (UOB), Singapore, Jan 1997 - Jan 1998,

- Oversaw front-office systems for bank branches outside Singapore
- Managed and maintained relationships with business partners (overseas branches)

Information Systems Manager, National Computer Board, Singapore, Jan 1989 - Jan 1997,

- Senior Minister's Office, 1997
  - . Personal Assistant to support the late Senior Minister Lee Kuan Yew on his IT tasks at Istana and his home
- Information Systems Manager, Ministry of Foreign Affairs, 1995 - 1996
  - . Oversaw IT operations based on established goals
  - . Devised IT policies and systems to support strategies set by senior management
  - . Analyzed business requirements of MFA departments to determine their technology needs
- Project Lead, Ministry of Home Affairs, 1993 – 1995
  - . Managed a team of 4 technical staff seconded from Government Chief Information Office
  - . Developed the first phase of the Crime Intelligence System
- Team Member, Information Technology Institute, 1989 – 1993
  - . Performed research & development in artificial intelligent optimization technology
  - . Developed an intelligent flight scheduling system for Singapore Airlines

## **TEACHING**

### **Courses Taught**

Singapore Management University

Undergraduate Programmes :

- Business Process Analysis & Solutioning
- Digital Business - Technologies and Transformation
- Enterprise Solution Development

Information Systems and Innovation  
Software Project Management  
Web Application Development I

Postgraduate Professional Programmes :

Digital Enterprise Architecture  
Digital Governance and Risk Management

Other Institutions

DL5202 Digital Business Strategy, Masters, National University of Singapore  
EBA5001 Management of Business Analytics Project, Masters, National University of Singapore  
IL5107 IT Leadership Capstone Project, Masters, National University of Singapore  
IL5201 Measuring and Demonstrating Value from IT Investments, Masters, National University of Singapore  
IL5202 IT Governance and Risk Management, Masters, National University of Singapore

**UNIVERSITY SERVICE**

**Singapore Management University**

Council Member, University Council of Student Conduct, May 2022 - Apr 2025  
Council Member, University Council of Student Conduct, Sep 2021 - Apr 2022