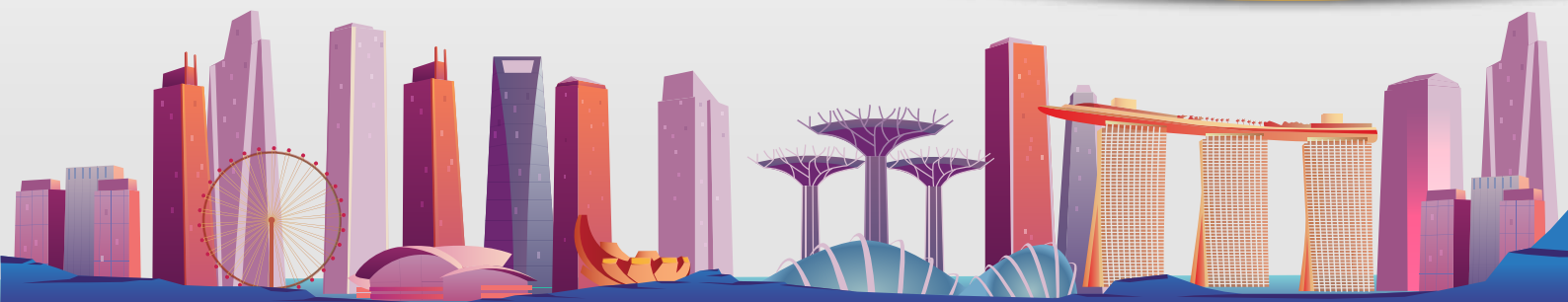


## A WORLD BELOW THE WING: THE BUZZ OF AIRSIDE ACTIVITY

Airport operations encompass all the processes involved to ensure your travel experience runs as smoothly as possible, from the start of your journey at check-in, till you are safely seated in the aircraft ready for your impending adventure.

No role is too small in airport operations. Introducing the various professionals focused on airside operations, discover the instrumental roles they play in the safety and efficiency of an airport's very demanding ecosystem.



**CHUA CHING HOCK**  
Deputy General Manager, Seletar  
Airport,  
Changi Airport Group  
*14 Years in Aviation*



**THE HIGHLIGHTS OF  
MY AVIATION  
CAREER**

There have been more than a few memorable highlights; being part of the team that designed, built and opened Terminal 4 smoothly, leading and implementing the Fast and Seamless Travel (FAST) programme across Changi's terminals and steering our Departure Experience team through COVID-19.

**JOB DESCRIPTION**

As the Deputy GM, I oversee the terminal operations, safety, security, airside management, engineering & maintenance, planning and P&L of Seletar Airport.

**CAREER PROGRESSION PATH**

I was first employed as an Assistant Airport Manager with duties across several operations functions. With each subsequent promotion, to Manager, then Senior Manager, my responsibilities expanded significantly across Terminals and in key projects such as the Terminal 1 Upgrading project and Terminal 4's FAST and Self-Service Programme. My supervisory responsibilities also increased when I moved on to the role of Deputy Head, leading a 20-member strong Departure Experience team. In 2021, I was promoted to Associate General Manager, Airport Operations Management, and this month, in my sixth rotation since I joined CAG, I have taken on the role of Deputy General Manager at Seletar Airport where I am eagerly looking forward to contributing to the growth and development of Seletar Airport.

**HOW I GOT INTO AVIATION**

I was an ex-intern with CAAS under the Talent Internship Programme (TIP). I enjoyed my internship thoroughly and was offered a permanent position at the end of the programme. I joined Changi Airport Group after the corporatisation of Changi Airport and restructuring of CAAS in 2009.

**PERSONAL CHARACTERISTICS/  
SKILL SETS REQUIRED**

Resilience, "can-do" spirit, creativity, and ability to bring stakeholders with you on the journey.

**ANY ADVICE FOR THE FUTURE  
GENERATIONS LOOKING TO  
JOIN YOUR CAREER**

Despite COVID-19, the medium and long-term outlook for the aviation industry remains very bright and positive. So do not hesitate to take off with us in this amazing and dynamic journey!

**JIMMY LER**  
Country Director,  
Logwin Air+Ocean  
Singapore Pte Ltd  
*35 Years in Aviation*



### THE HIGHLIGHTS OF MY AVIATION CAREER

Some of the highlights in my career happened in challenging times such as overcoming the tough business environment when I was heading Logwin Singapore as Managing Director when SARS hit businesses hard, albeit not as bad as COVID. I was also granted the opportunity to work with people from different countries and cultures in my regional sales and marketing role which took me to Malaysia, Indonesia, Philippines and Australia.

### JOB DESCRIPTION

As the Country Director, I oversee the company in identifying, strategising, building and maintaining new industry verticals and client bases, leading the team towards improvement of margins while ensuring high quality service to our clients. I am also actively involved in our management and staff in the charity portfolios, which is very much a part of our corporate culture.

### CAREER PROGRESSION PATH

I have been in the air cargo industry for a long time. I started as a forklift driver with a German freight forwarding company known as Hermann Ludwig at the Changi Air Cargo Complex Block. I was transferred to take on different operational roles such as a clearance clerk, warehouse keeper, driver doing collection and delivery and traffic controller, organising trucks within the company.

I joined Logwin (formally known as Birkart) on 1 June 1992. My backroom roles included coordinating ocean freight operations, supply chain logistics and import, as well as export operations. I also supported the customer service department and performed outdoor sales. My dedicated hard work and depth in experience eventually led me to the position of South-East Asia Regional Sales & Marketing General Manager (Singapore, Malaysia, Indonesia, Philippines and Australia). I was next offered an overseas posting to become the Managing Director in Malaysia (Logwin) before returning to Singapore in 2003 during the SARS crisis to head Logwin Singapore as Managing Director.

### HOW I GOT INTO AVIATION

During my national service, there was a special welfare unit that took care of the well-being of the servicemen. I was selected for the interview and that's how I got my start in the sector.

### PERSONAL CHARACTERISTICS/ SKILL SETS REQUIRED

A positive attitude, embracing teamwork, leadership with foresight and having a strong sense of responsibility, determination and passion.

### ANY ADVICE FOR THE FUTURE GENERATIONS LOOKING TO JOIN YOUR CAREER

While COVID-19 has led to severe and sudden supply chain disruptions in its initial months, this crisis soon fuelled opportunities for the logistics and its sub-service organisations, namely cross-border e-commerce logistics.

I made the right move in choosing to build a meaningful career in this interesting and important industry. Everyone says Singapore is very small, but we are a vibrant air hub, with Changi Airport served by many leading airlines. This is an exciting time to join the sector to rebuild our air hub stronger together.

**CHAN YEE LIN**

**Head, Ramp Services  
(Customer Airlines / Freighter  
Ops),  
SATS Ltd**

*22 Years in Aviation*



### THE HIGHLIGHTS OF MY AVIATION CAREER

Being posted overseas and be able to learn new skills and different way of doing things, I was posted to our joint venture companies in Hong Kong and Beijing which also provided ground handling services. While in Hong Kong, the company decided to build a second cargo terminal and I was fortunate enough to be involved in the construction project, from procurement, to project supervision, and subsequently handover. I was there when Beijing hosted the 2008 Olympics, and I was given the opportunity to be involved in the many off-site handlings specially designed for the Olympics participants.

### JOB DESCRIPTION

As Head of the department, I manage the frontline team to provide ramp handling services, including unloading and loading of the aircraft, together with my managers and executives. The frontline team is made up of Duty Managers and Officers, Ramp Servicemen, Equipment Operators and Apron Assistants. I also need to be in constant contact with my airline customers to understand their needs and be able to organise my team to offer solutions to meet their airlines' requirements.

### CAREER PROGRESSION PATH

I joined SATS as a senior executive in 2004 and was working in Hong Kong. I was then posted to Beijing and worked there for four years. I was subsequently posted back to Hong Kong for a further two years before being re-assigned back to home base in 2013. I spent a significant part of my time in Singapore in our Cargo Business Unit and Ramp Services is my latest posting.

### HOW I GOT INTO AVIATION

I responded to a recruitment advertisement in the papers, went for the interview and got the job.

### PERSONAL CHARACTERISTICS/ SKILL SETS REQUIRED

You will need to have a positive attitude and possess a willingness to learn by getting your hands dirty through trial and error. It also helps to keep an open mind and respect different perspectives as the working environment is dynamic.

### ANY ADVICE FOR THE FUTURE GENERATIONS LOOKING TO JOIN YOUR CAREER

Be willing to work and sweat it out in an industry that demands precision in handling and timing and thrives on heavy throughput and business traffic.

**HIMANSHU MEHTA**  
Singapore Hub Manager, Singapore  
Airlines Limited  
*16 Years in Aviation*



### THE HIGHLIGHTS OF MY AVIATION CAREER

Some key careers highlights include getting promoted to Leading Stewardess in 2006 when I was still an air stewardess, and winning the CEO awards twice with my Singapore Hub team - in 2020 for handling the Hagibis cyclone incident, and again in 2021 when we were given the 'Soaring Team' award for showing exemplary teamwork in extending assistance during difficult situations. We were also nominated for the CEO awards 2022 for assisting UAE passengers stranded in Singapore.

### JOB DESCRIPTION

I work in the airport as a Singapore Hub Manager (SHM), ensuring smooth handling of the daily operations and making sure that ground handling agents abide by the Service Level Agreement (SLA). As part of my team's daily responsibilities, we observe and together with airport partners, work towards making all areas of ground operations smooth such as check-ins, departures, boarding, arrivals, baggage and ramp and handling delays as they come. We also ensure passengers with special needs are attended to. In addition to that, we also oversee our SIA Lounges ensuring all our passengers are taken care of.

### CAREER PROGRESSION PATH

As a Singapore Hub Manager, there are lots of avenues to pursue. One can stay in the Singapore Hub team and progress in the same department, rotate to other departments after a few years or apply to be posted overseas after gaining good experience at the Singapore Hub.

### HOW I GOT INTO AVIATION

I have been interested in aviation since I was young. Aviation offers an excellent opportunity to explore the world. As the industry is forever evolving, you get ample opportunities to learn and grow. I first joined SQ as a Cabin Crew in 1998 and flew for 12 years before re-joining SIA in 2018 as a Singapore Hub Manager.

### PERSONAL CHARACTERISTICS/ SKILL SETS REQUIRED

You need to possess good networking and communication skills, leadership, quick decision-making abilities, have an open mind and a willingness to learn.

### ANY ADVICE FOR THE FUTURE GENERATIONS LOOKING TO JOIN YOUR CAREER

The best way to enjoy your job is to remain open to learning. The Singapore Hub operations or Airport Operations is exciting and dynamic, as things can change anytime. There is never a dull moment. We have a great team with a supportive environment, and we welcome potential newcomers with open arms.

**GRACE FOO**  
Operations Director,  
dnata Singapore  
30+ Years in Aviation



### THE HIGHLIGHTS OF MY AVIATION CAREER

My whole career progression and experiences gained across various companies and operations has led me to the highlight of being appointed as an international company's Operations Director. I am now in a role where I am able to influence major business decisions, as well as guide and mentor a large operational team.

### JOB DESCRIPTION

I oversee the Singapore business' operational functions, which includes Ramp, Cargo, Customer Services, Technical Services and Resource Planning. I focus on driving efficiency, performance and quality management in the operations and to support the organisation's sustainability efforts.

### CAREER PROGRESSION PATH

I started as a load controller within ground handling, then moved on to working for an airline in a supervisory role in cargo, and Customer Services Executive for passenger sales. I then progressed to another airline as a Regional Manager Capacity Planning & Operations, and after more than 12 years, moved on to a transportation & e-commerce company as Ramp Operations Manager for almost a decade. I then returned to ground handling, by joining dnata as Assistant Vice President, Ramp & Baggage Services, before my promotion to Operations Director after 5 years.

### HOW I GOT INTO AVIATION

I started as a load controller in ground handling by chance.

### PERSONAL CHARACTERISTICS/ SKILL SETS REQUIRED

A passion for aviation is key, along with self-motivation, discipline, adaptability, problem-solving and decision-making skills.

### ANY ADVICE FOR THE FUTURE GENERATIONS LOOKING TO JOIN YOUR CAREER

If you have a passion for aviation, do not hesitate to join the industry and immerse yourself. There is a wide scope of opportunities within aviation to look forward to, ranging from ground staff to regulatory bodies. As long as you remain curious, hungry for knowledge and embrace the dynamic environment, you will be able to carve a long and rewarding career in aviation.