

Annex A

JAMES KANG



James Kang has more than 20 years of experience in the infocomm industry, working in both the public and private sectors as well in local and international companies.

From 2002 to 2008, James was the Chief Information Officer and Senior Vice-president of Customer & Technology Divisions at NTUC Income. He managed all Income's infocomm and customer service operations to support business development, marketing and sales activities to achieve corporate growth and profitability objectives. During this time, IT operations at NTUC Income were transformed into a totally paperless system, the redesigning business processes with enhanced efficiency. James successfully implemented the Big Trumpet Project, which is a PPP partnership model offering useful integrated services to the customers and the public. The BigTrumpet won the National Infocomm Award (Merit) in 2004 and James was recognized with the CIO Asia award in the same year. During his tenure at NTUC Income, the organisation claimed numerous awards for excellence, which included the IDC's Most Dynamic IT Award for Financial Sector in 2006 and Outstanding Enterprise Innovation Award in 2008 in Asia-Pacific region, the Contact Centre World's Best Technology Innovation Award 2006 and Contact Centre Asia-Pacific Best Customer Service Award in 2008.

Prior to joining NTUC Income, James was the Managing Director (Asia Pacific) at Trustmarque International from 2000 to 2001, and Managing Director (Asia) at Sterling Commerce Corp from 1999 to 2001. Both are international companies providing e-commerce solutions.

James also spent 9 years (1989 to 1997) at Singapore Network Services Pte Ltd, where he played a key role in the successful implementation of TradeNet, the world's first nation-wide integrated electronic network linking over 20,000 users. This project effectively reduces the turnaround time for obtaining a government trade permit from several days to a few minutes, reducing costs of \$1billion per year. The successful implementation of TradeNet has won numerous world-wide acclaims, and has been featured as case studies in the Harvard Business School MBA programme.

In addition, James has worked as an IT manager in Samaero (ST-Aerospatiale) Pte Ltd, a French MNC joint venture that deals in aircrafts. He started his career at the then National Computer Board in 1984 as an Information Systems Professional.

James graduated from the National University of Singapore with a Bachelor of Engineering degree in 1984. He also completed the Advanced Management Programme at the Harvard Business School in 2004. He is married to Lim Sue Geok, and they have 2 sons, Benjamin and Noel.