Ho Hsu Hsia

Director, Lecturer and Consultant

Business, digital transformation and AI-enabled public policy

Singapore
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Available for international travel

PROFILE

Director, lecturer and consultant with twelve years of experience leading an international training and advisory company, setting its strategy and expanding it overseas. Advises senior stakeholders and designs programmes in business, leadership and digital transformation for government ministries, regulators and institutional clients across Asia and the Middle East. Four years lecturing in a business faculty. Extends a foundation in the digital economy, data strategy, TVET digitalisation and public policy reform into AI-era business transformation, supported by formal data-science training. Translates complex organisational and policy priorities into practical, outcomes-focused learning for multicultural professional audiences.

EXPERIENCE

Director

2013 - Present

Leadership and advisory

- Lead the company: set its strategy and direct its expansion into overseas markets, including business development, budgeting, stakeholder engagement, project scoping and cross-border delivery.
- Perform an advisory role for senior stakeholders on strategy implementation, capability development and learning design, turning institutional and policy priorities into programmes with measurable learning outcomes.
- Design and deliver programmes in business and digital transformation, data strategy, big data and analytics, leadership, organisational change, TVET digitalisation, digital pedagogy, strategic planning, public policy and digital health.
- Run learning needs analysis, programme evaluation and structured feedback review to strengthen course design and long-term client relationships.

Visiting Lecturer

2021 - 2024

Higher education

- Designed and taught Management Information Systems and Spreadsheets to undergraduates in a business degree.
- Built lesson plans, LMS resources, assignments, tutorials, question banks and examination papers for a newly established campus.
- Integrated AI and digital tools into asynchronous teaching materials and classroom delivery.
- Gave tutorial support, feedback and academic guidance to international students, and contributed to curriculum and operational discussions with academic leadership.
- Achieved an overall teaching evaluation score of 8.9 out of 10.

EXPERTISE

- Policy analysis
- Digital transformation
- Digital government
- Education and TVET transformation
- AI strategies
- Learning and development
- Data and analytics

EDUCATION

OTHM Level 8 Diploma, Strategic Management and Leadership Practice
Ofqual-regulated. March 2025

Diploma, Tourism Management
Temasek Polytechnic. August 1996

AWARDS

Company of Good: Two Hearts
National Volunteer and Philanthropy Centre. 2026 – 2028

Top Regional Business Training Provider of the Year
APAC Insider, Singapore Business Awards. 2024

Finalist, Asia Financial Advisers Award
AFPJ Journal. 2004

LANGUAGES

English: C2 Proficient
Chinese: fluent

EARLIER EXPERIENCE

Financial Advisor

2001 - 2017

Financial services

- Advised clients on financial planning, risk management and long-term decision-making, building advisory communication and trust-based client engagement.
- Worked first for an insurance company (2001 to 2014), then as an independent advisor across several insurers (2015 to 2017).

2000 - 2001	**Project Manager**, banking
1999 - 2000	**Network Administrator**, banking
1998 - 1999	**Account Manager**, healthcare technology
1996 - 1998	**Sales Executive**, healthcare technology

SELECTED PROGRAMMES

2024	**Change management for TVET** Digital transformation
2022	**Big data and analytics** Digital economy
2019	**Health policy and the role of data and technology in healthcare** Digital strategy. Delivered twice.
2019	**Privatisation and financial reform** Capability building
2018	**Digital pedagogy and technology-enabled learning** Capability building
2018	**Public policy reform** Leadership development

CERTIFICATIONS

2024	**IBM Data Analyst Professional Certificate**
2024	**IBM Data Science Professional Certificate**
2023	**Autism Certificate (AC)** Valid through 2023
2020	**Microsoft Office Specialist Expert: Excel 2016 and Word 2016**
2020	**Certified ScrumMaster** Active through December 2022
2015	**Advanced Certificate in Training and Assessment**
2012	**Certified Financial Planner** Earlier licences: AWP 2005, AFP 2003

RESEARCH INTERESTS

Digital transformation and digitalisation
Open data, data analytics, e-government, and Bluetooth Low Energy (BLE) and near-field communication (NFC) technologies.

Diversity, equity and inclusion (DEI)
Inclusive workplaces, neurodiversity and autism employment, and disability-inclusive employment.

Human capacity development
Hybrid work and workplace productivity, global skills transferability, job mapping and adult learning (andragogy).

Public policy and administration
Digital government and data governance, employment policy, disability and inclusion policy, industry transformation and public–private partnerships.