

Learn more about our SHATEC Academic Team

1. Christina Yeo

Christina graduated from Ngee Ann Polytechnic with a Diploma in Tourism & Resort Management. She is a passionate educator dedicated to making a positive impact through knowledge sharing. With a strong commitment to teaching and mentoring, she finds fulfilment in inspiring students, fostering their intellectual growth and equipping them with essential skills for future success. Christina's academic journey is marked by successful classroom teaching and student mentorship, showcasing her ability to impart knowledge and inspire others.

Prior to SHATEC, Christina kick-started her career with PARKROYAL COLLECTION Pickering Singapore. During her time there, she won the Singapore Best Receptionist of the Year competition in 2016 and had the opportunity to travel to Paris to further compete in the AICR World's Best Receptionist – The David Campbell Trophy.

New hotels are no strangers to Christina, as she was part of the pre-opening team for ANDAZ Singapore – A Concept by Hyatt and IHG - Holiday Inn Express Singapore Serangoon. She was also part of the hotel conversion of the recently rebranded VOCO Orchard Singapore. The main project she took charge of was training and development for new and existing hires.

2. Jason Ow-Yong

Jason Ow-Yong is a dedicated trainer shaping the future of the hospitality industry with passion and expertise. Having spent four years in France for his professional formation, Jason holds a Bachelor of Science in International Hotel & Restaurant Management. Additionally, since the day he commenced his career with SHATEC, he has achieved distinctions for the coveted Wine & Spirit Education Trust (WSET) Level 2 and Level 3 awards in Wines and Spirits. Another key accomplishment under Jason's belt is being one of three, out of an initial class of 16, to graduate in 2015 with the prestigious WSET Level 4 Diploma in Wines and Spirits.

With a focus on nurturing talent, Jason's achievements shine through his success in training students for competitions where they have brought home top accolades. Notably, one of his students has embarked on a flourishing career in oenology (winemaking) in New Zealand—a testament to Jason's impactful mentorship.

Beyond his professional endeavours, Jason finds joy in playing and collecting high-end guitars while also indulging his passion as a home barista. As an educator, Jason's enthusiasm lies in teaching students about wines, spirits and all facets of the beverage realm, recognising that today's students are tomorrow's industry leaders. With a commitment to providing a comprehensive understanding of beverages, Jason ensures that every lesson leaves a lasting impact by empowering the students to excel and innovate in their chosen paths.

3. **Melissa Grace Padilla**

Melissa or Mel as she is better known, brings with her over 20 years of experience, specialising in food and beverage service and customer service that encompass interpersonal relations and ethics. She started off her career as a receptionist in Mandarin Oriental Manila while pursuing her degree. Upon completion, she joined the restaurant industry managing multiple outlets of UCC (Ueshima Coffee Company), a Japanese coffee company.

Her industry stint in Singapore commenced in 2007, where she joined Imaginings Pte Ltd. There, she gained exposure to the organisation's various concepts of food and beverage outlets and events across the island. She expanded her career joining Resorts World Sentosa (RWS) in 2010 and took on the role as an outlet trainer overseeing daily F&B operations and training.

One of her greatest highlight and key achievement is as the main coach for Singapore's representative and the overall winner for Disciples Escoffier Asia Pacific in restaurant service category. As an educator and collaborator, she finds the sense of fulfilment seeing students discover their potential, being able to achieve and live up their aspirations and goals, as well as being able to witness the milestones of their hospitality journey.

Beyond her professional endeavours, Mel is an avid traveller, continuously broadening her culinary horizons. In her classrooms, she fosters a culture of inclusivity and mutual respect, embracing diversity as a core value. Through the integration of innovative technology and experiential learning methods, Mel ensures that her students are not only equipped with essential hospitality skills but also empowered to take ownership of their learning journey.

4. **Charlene Rosco**

Meet Charlene Rosco, a dedicated educator with over 10 years of experience in training in the hospitality industry. Prior to joining SHATEC, she worked at De La Salle – College of Saint Benilde in the Philippines and in international chain hotels, including the Intercontinental Hotel Group, Holiday Inn Singapore Orchard City Centre and Park Regis Singapore Hotel.

Charlene has held various roles in the hotel industry such as Front Desk Supervisor at Holiday Inn Singapore Orchard City Centre and Assistant Reservation Manager at Park Regis Singapore. She effectively managed the hotel's Front Office and Reservations Team, gaining extensive experience in handling all types of hotel guests, large tour groups, conventions and airline crew. Charlene holds a Bachelor of Arts in Philippine Studies, majoring in Mass Media, from De La Salle University, Manila, Philippines.

At SHATEC, Charlene teaches WSQ subjects including Front Office Services, Provide Reservations Services, Project a Positive and Professional Image, Promote Tourism and Facilitate Effective Communication and Engagement at the Workplace.

Inspired by Malcolm X's words, Charlene fosters a supportive and inclusive learning environment where students are challenged, valued and encouraged to explore new ideas. With a focus on creativity, critical thinking and lifelong learning, Charlene is dedicated to equipping students with the skills they need to thrive in an ever-changing world.

5. Tang Yan Lim

Yan's journey in the hospitality industry began with a Higher Diploma in Hotel Management from SHATEC. He started his career as a trainee at The Regent Singapore, moving on to Four Seasons Hotels & Resorts and subsequently The Pierre and Waldorf Astoria Hotel in New York as an Assistant Executive Housekeeper.

Upon his return from abroad, he was involved in the opening of The Fullerton Hotel. He oversaw the initial planning and construction phase, purchasing of furniture, fixtures and equipment, setting up of guestrooms, recruitment and training. It was a tremendous achievement to apply all that he had learnt from hotel schools and industry leaders.

With his hospitality experience and a bachelor's degree from the University of Massachusetts (USA), it has been very valuable in his career transition from hotel operations to training and development in the academic field at ITE, Pathlight School of Autism and SHATEC.

Yan thoroughly enjoys working and learning in the hospitality industry. He is currently a co-lead in the Sustainability @SHATEC committee. His passion in teaching is to nurture, mentor, inculcate positive values and motivate more individuals to pursue a similar exciting and rewarding career in this industry.

6. Victor Seah

An alumnus of SHATEC, Victor Seah has been with the organisation since the start of 2018. Prior to joining SHATEC, Victor worked in various sectors of the hospitality industry namely Sheraton Towers Hotel, Tour East, Anglo-French Travel, Pacific World and Singapore Airlines based in China and Myanmar for 22 years. He also lectured at Ngee Ann Polytechnic's Tourism and Leisure Management department before returning to the industry for another 10 years.

Victor Seah is a highly accomplished professional with a diverse educational background including achieving a Bachelor of Applied Science (Hospitality Studies) degree with RMIT University in Melbourne, Australia as well as a Higher Diploma in Hotel Management from SHATEC, AHMA Diploma in Food & Beverage (USA) and the WSQ Advanced Certificate in Training and Assessment (ACTA) from IAL. He also holds a Graduate Diploma in Marketing Management from the Singapore Institute of Management and the Graduate Diploma in Social Work from the Singapore University of Social Sciences (SUSS).

With his many years of experience in the travel and MICE industry, Victor's key areas of expertise lie in the fields of travel planning, meetings, incentives, conferences, exhibitions and corporate events.