

<p><b>Gary Ho</b></p>	
<p><b>Senior Lecturer - Principal Researcher Temasek Polytechnic</b></p> <p>Email : <a href="mailto:gho@tp.edu.sg">gho@tp.edu.sg</a></p>	<p>Prior to joining Temasek Polytechnic, Gary started his career as an Air Traffic Control Officer in the Civil Aviation Authority of Singapore (CAAS). After two years, he was rotated to serve as Terminal Manager for Singapore Changi Airport [SIN], Terminal 1. As the Terminal Manager, Gary covered the responsibilities of Departure and Transit Flow Management, overseeing the check-in processes, boarding, and security, Arrival Flow Management including Immigrations and Customs liaison, Ancillary Services including baggage trolleys and portorage services, Customer Services &amp; Service Quality, Estate Management and Ground Transportation including kerbside management, taxi coordination and car parking.</p> <p>After completing his MBA and stint in Montreal, where he helped out at the Singapore ICAO office and coordinated the implementation of Common Use Self Service Kiosks at Montreal Trudeau International Airport, Gary returned as Manager, Airport Management and Air Cargo, at the investment arm of the CAAS, Changi Airport Managers and Partners (CHAMPS). In his two years at CHAMPS, he was actively involved in consulting work for potential investments in, travelled to and lived in New Delhi – India, Nanjing – China, Kunming – China, Tokyo – Japan and Mexico City – Mexico.</p> <p>In 2006, Gary joined ARINC Inc. as Account Manager for Asia Pacific. As part of the pioneer Asia Pacific team, he was responsible for improving the account coverage for Asia Pacific by identifying, justifying and driving new business opportunities in Asia Pacific with a focus on South East Asia and South Asia. He also managed consultants and agents in countries where ARINC did not have an office. He led internal teams to ensure the delivery of best in class pre and post-sales customer service to the customers/operators and led and supported relationships with overseas partners in Australia, India, Maldives and Pakistan. His successes included Singapore Changi - All Terminals (\$\$14 million), Cambodia - all 3 international airports (\$\$8 million), and India - T1 Domestic terminal (\$\$6 million) into ARINC sites. He also worked with the Hong Kong team to convert Hong Kong into an ARINC site</p> <p>Gary holds an International Aviation MBA from Concordia University (2003), a Degree in Business (Marketing) from the Nanyang Technological University of Singapore (1999), and has also completed several professional courses at various accredited institutions. He is concurrently an Instructor for the Institution of Engineers Singapore Professional Certificate in Project Management and also provides aviation consultancy through Temasek Polytechnic.”</p>