TOO FANG JING

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INTERVIEW DONE BY KHOO JORDON



Fang Jing graduated in 2021 with a specialisation in Operations and Supply Chain Management from NUS Business School. He also pursued a Master's in Public Policy as part of the Concurrent Degree Program. With two years of professional experience at Ernst & Young in the Supply Chain Consulting division, Fang Jing has been actively engaged in a range of projects encompassing business intelligence, technology transformations, and supply chain and operations management and transformation.

CAN YOU INTRODUCE YOURSELF AND HOW YOU WOULD LIKE TO BE KNOWN TO THE READERS?

My name is Fang Jing, and I graduated in 2021 having studied in NUS Business School specialising in Operations and Supply Chain Management. I also pursued a Master's in Public Policy under the Concurrent Degree Program. My professional experience spans two years, during which I worked at Ernst & Young in the Supply Chain Consulting division and have been involved in diverse projects that include business intelligence, technology transformations, as well as supply chain and operations management and transformation.

WHAT WAS YOUR EXPERIENCE IN NUS LIKE, IN TERMS OF CAMPUS LIFE OR CO-CURRICULAR ACTIVITIES?

Like any other business student, I started my journey as a freshman by participating in NBC, O'Week, and similar activities. Subsequently, I assumed the roles of an O'Week subcommittee member and safety committee member, which I thoroughly enjoyed. I also took on leadership positions and contributed to Bizad Charity Run as the programs head. Together with my team, we devised engaging activities, entertainment programs, decorations, food and beverages, and I continue to keep in touch with some of them till today.I represented the Business School for IFG Dodgeball for four years, even claiming a bronze medal in one of them.One experience that stands out is my contribution towards the launch of 180 Degrees Consulting (Singapore).

AS PART OF THE FIRST EXECUTIVE COMMITTEE OF 180 DEGREES CONSULTING IN SINGAPORE, WHAT WERE SOME OF YOUR MAIN RESPONSIBILITIES?

I supported the club in 3 ways. Firstly, I performed administrative roles in securing required facilities for club operations. Secondly and more significantly, I was heavily involved in the development of the initial operating model of the club and the target model we would work towards over the near to medium-term future. Lastly, I was a key resource on our pilot project, a project that was critical for building up the club's

credentials prior to our full launch. On this project, I enabled the creation of a key client deliverable using web-scraping tools in R-programming. These 3 areas of contribution combined made a significant difference in the club, and I am happy to see it continue to thrive today. After stepping down from the exco, I have continued to support the club in various capacities, including mentorship and as an alumni connection.

WHAT WERE SOME OF THE MAIN TAKEAWAYS FROM YOUR UNIVERSITY EXPERIENCE THAT HELPED PREPARE YOU FOR YOUR CURRENT ROLE?

Firstly, it is extremely important to have a strong team around you, both in terms of their competencies and their experience, and also in their attitude and passion in what they do. Once you have people with both the capability and willingness to execute, you will already have most of the winning formula.

Secondly, you must also personally have the drive and emotional investment in what you're doing, so that you will be willing to pour your energy into the project and go the extra mile to get it done well. This extra mile does not only include the investment of time, but also in the application of your skills, where you're not only doing the minimum to get it done, but constantly thinking about what other strengths you have to contribute beyond what the average person would do and what you've already done. With this mentality, you'll then be able to deliver amazing results to clients.

CAN YOU SHARE MORE ABOUT YOUR CURRENT ROLE AND WHAT A TYPICAL WORKING DAY IS LIKE FOR YOU?

Depending on the nature of the project, a day in my life could vary widely. My team focuses on supply chain management and transformation and this is reflected in the work I do on a daily basis. Common project types that we engage in include supply chain transformations, and technology transformations. Beyond supply chain, my team has also engaged in commercial enablement projects including revenue growth management or route to market initiatives.

Additionally, some engagements are international, requiring us to overcome additional challenges including time zones and language barriers. While COVID-19 has limited our ability to travel, we typically engage with clients remotely, but also have opportunities to travel to meet them in person. Currently, I am working with a European client and look forward to the opportunity to travel there for work in the future.

In terms of a typical working day, it typically starts by heading to the office and attending a morning catch-up session with the team to determine the day's tasks. Following the session, we set targets for completion and periodically check on our progress throughout the day to ensure we are on track. Additionally, we may receive client calls and update them on our progress, taking notes for follow-up. The remainder of the day is spent completing tasks and working towards our goals before reconvening the next day for another team huddle.

HOW DID YOUR PAST INTERNSHIPS PREPARE YOU FOR YOUR CURRENT ROLE IN EY?

Across my internships, I had the opportunity to work across a diverse range of industries including government, startups, financial institutions, banks, healthcare, and e-commerce. This exposure allowed me to gain valuable insights into the workings of different types of companies and their respective operations. I also had the opportunity to work in various functions such as regulatory, business development and sales, policy analysis and planning, customer experience, and strategy, which provided me with a broad range of experiences and skills. In addition, I undertook several side projects that allowed me to challenge myself and flex my creativity.

The internship that best prepared me was at Zalora, where I supported the strategy team. I was lucky enough to spearhead a project for a new e-commerce live selling feature at a time where e-commerce live selling was gaining popularity. I built a business case for this feature with time to market as a key priority as we were already a year behind our competitors. To do this, I conducted research on the performance of live selling in different geographies, the type of content it included, and the possible implementations that would be most applicable for the Singapore context. I also wireframed some possible layouts and thought about the different stakeholders that needed to be managed in such a project. I researched potential technology partners to implement the feature and worked closely with interesting people, including senior management. This experience allowed me to contribute significantly to the project and gain a foundational understanding of how to build a business case. I consolidated the above information to prepare the deck that the senior strategy director used to pitch the project to the senior management. Eventually, the feature was prioritised for implementation and went live a few months after I left the firm. This experience was very similar to what I'm doing now, where I contribute directly to projects and see the impact almost in real-time.

TO END OFF, WHAT IS SOME ADVICE THAT YOU THINK WILL HELP CURRENT NUS STUDENTS HOPING TO FOLLOW IN YOUR FOOTSTEPS?

I would not advise people to follow in my footsteps but to instead forge their own paths. What I mean by this is to take the time to discover what type of work aligns with your interests and passions. It's important to explore various domains of knowledge and job opportunities to gain exposure and insight. By exploring different options, you can eliminate what you don't like and focus on what you do. If you come across an opportunity that seems promising, don't hesitate to pursue it. The worst outcome is that you realise it's not a good fit, saving yourself from a potentially unfulfilling career. On the other hand, you may confirm that it's a great fit and gain a competitive advantage by starting early in your career.