**Annex B – NTUC's e2i PMET Profile**

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| **Ms Nantana Boon Chuay Seng, 46, Senior Consultant at Reputable IT Company*** She resigned from her full-time position as a Financial Services Advisory, Alliance & Partnerships, Manager in May 2023. She had recently completed an ICT SkillsFuture Career Transition Programme (SCTP) - IT Auditor (Powered by Deloitte) course and was exploring roles related to IT consultancy role.
* She sought career coaching to transit to a consultant role. Her goal was to transit to a new role within six months. Despite a robust technical background, she lacked strategic leadership and networking skills.
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| **Challenges Faced:** * Ms Nantana faced challenges in marketing her technical expertise and highlighting her achievements relevant to the job requirements applied initially.
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| **Support Provided by e2i:** The following assistance were adopted by e2i which have been beneficial to Nantana in her job search journey:1. **Offer customised support** – e2i Career Coach was able to deeply engage with Nantana to fully understand her needs and career direction.
2. **Goal setting** – Nantana’s unique strengths were her perseverance and resilient attitude. She has a growth mindset, open to suggestions on improvement. Together with her Career Coach, Nantana agreed on some milestones to reach and explored different types of IT roles and not just focused on IT auditing role which was her initial priority.
3. **Networking Guidance** – through the LinkedIn workshop and Career Coach’s professional relationship with Hewlett Packard Alumni members, Nantana was able to build professional relationships in the IT industry and to utliise online platform to boost her personal branding.
4. **Resume and Interview Support -** Nantana updated her resume and prepared diligently for each interview, focusing on highlighting relevant skills and achievements.
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