

MODEL WORKER

Ramidah Abdul Aziz

Customer Service Officer

Transit Link Pte Ltd

Nominated by the Singapore Industrial & Services Employees' Union

A sincere and positive individual, Ramidah Abdul Aziz has been working with TransitLink since 1991. She is currently a customer service officer. In her 32-year tenure, she participated in the evolution from a manual to an automated process, which has significantly improved work efficiency and user experiences. Sister Ramidah was not daunted by change but embraced them. She has been on the ground to help users understand the new processes, improving user satisfaction as commuters can now easily top up their transportation cards with the ease of a click via their mobile phone.

With the experience and respect she has gained over the years, Sister Ramidah has forged good relationships with her colleagues, which has often helped resolve issues quickly and amicably. Currently a branch secretary, she has been a union leader for more than 15 years. Sister Ramidah has gained much respect from her colleagues, and they would always trust her to convey feedback and suggestions to the management to help better working conditions.

Sister Ramidah's ability to adapt and willingness to learn has enabled her to stay relevant and progress with the times. She has demonstrated the traits of Worker 4.0 by constantly showing that she is ready, relevant and resilient in this era of constant change. With more than three decades of experience, Sister Ramidah is always very helpful and ready to lend a helping hand to share her knowledge. Her passion to serve is truly an inspiration to others.