

Curriculum Vitae



Ms Charissa Tan

Senior Lecturer, Human Resource Management Programme
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Education Qualifications

2014	Master of Science in Occupational Psychology, University of Leicester, UK
2008	Master of Arts in Creative Arts Therapy, Drexel University, Philadelphia, Pennsylvania
2001	Bachelor of Arts and Social Sciences (Honours), National University of Singapore

Academic and Professional Experience

2015 - 2016	Senior Lecturer, Nanyang Business School
2011 - 2015	Regional Senior Manager, Organizational Effectiveness Solutions, Federal Express
2001 - 2005	Industrial-Organizational Psychologist, Ministry of Defence

Membership and Professional Activities

2016 - Present	Society of Human Resource Management
2012 - 2015	British Psychological Society
2004	Certification for British Psychological Society Level A & B for Occupational Testing
2003	Accredited administrator of Myers-Briggs Type Indicator

Consultation and Executive Experience

2006 - 2011	Associate Consultant, Civil Service College
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Research Interests

- Adult learning in workplaces, mobile technology in learning, training evaluation
- Organizational development and effectiveness
- Achieving customer service through person-centred approaches

Selected Publications

- Tan, C. (2014). The validation of an existing operations training programme for newly-hired employees in a Fortune 100 company. (Masters thesis in Department of Occupational Psychology), University of Leicester, UK.
- Tan, C. (2008). Manifestations of hope in music therapy with hospitalized paediatric patients. (Masters thesis in Department of Creative Arts Therapy), Drexel University, Philadelphia, Pennsylvania.

Conference Presentations:

- Siow, C.N., Voogt, T., & Tan, C. (2013). Vitalizing person-to-person contact in customer serving relationships. Organization Development Network Annual Conference, San Jose, USA.
- Tan, C., Soh, S., & Lim, B.C. (2003). Further understanding of attitudes toward national defence and military service in Singapore. International Military Testing Association 45th Annual Conference, Pensacola, Florida.

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