


LAU JING WEN, JOLENE

CONTACT

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📍 Blk 64 Teban Gardens
#17-645, Singapore
600064

EDUCATION

Bachelor of the Arts (Sociology)

SIM— University at Buffalo (SUNY) —
2020-2023

Relevant Coursework:

Sociology of Diversity, Family,
Culture, Pop Culture, Aging, Urban
Sociology

Leadership Roles:

Salsa En Soul— Vice Director &
Marketing Head

Diploma in Arts & Theatre Management

Republic Polytechnic — 2017-2020

Relevant Coursework:

Leisure Events, Marketing, Creative
Enterprise, Facilities Management,
Front of House Management, Art
History, Anthropological Studies

Leadership Roles:

Rhapsody — Production Team Member

SKILLS

- Programme & Event Management
- Operations & Logistics Coordination
- Vendor Liaison & Procurement (Workday)
- Stakeholder & Partner Management
- Qualitative & Quantitative Research
- Data Analysis, Reporting & Documentation
- Community Engagement & Outreach
- Marketing & Publicity (Campaign Monitor, Peatix, Web CMS)
- Microsoft Office | Adobe Premiere Pro (Basic)
- Languages: English (Fluent), Chinese (Fluent), Cantonese & Teochew (Conversational)

PROFILE

Detail-oriented arts, culture, and social research professional with experience in public programmes, large-scale festivals, community engagement, and applied research. Strong background in stakeholder coordination, vendor and people management, procurement, documentation, and administrative support within museums, public sector organisations, and social impact environments. Trained in sociology, with a research-informed and people-centred approach to programme delivery and community-focused initiatives.

WORK EXPERIENCE

Asian Civilisation Museum (National Heritage Board)

Assistant Manager, Audience (Contract)— June 2025-June 2026

- Assisted in conceptualising and delivering onsite and online public programmes including Night Festival, Light to Night, ACM Adventures, Community Voices, Armenian Street Party, and Children’s Season.
- Managed end-to-end event logistics such as setup/tear-down, signage, crowd control, queue management, and activity facilitation.
- Coordinated vendor liaison, procurement, and administrative processes using Workday to support programme delivery.
- Prepared and maintained event factsheets and operational documentation for internal teams and stakeholders.
- Executed marketing and publicity initiatives via Campaign Monitor, website updates, and Peatix event listings.
- Managed teams and volunteers during event preparation and live operations.
- Led a keychains merchandise project for stamp card redemption, overseeing sourcing, vendor coordination, production, and on-site distribution.
- Provided visitor support and collaborated with partners, community groups, and internal departments to ensure smooth programme execution.

People’s Association

Arts & Culture Division (Projects & Productions); Contract — Aug 2024 — May 2025

- Collaborated with creative teams, choreographers, and production managers to align performance concepts and logistics.
- Planned and coordinated rehearsals, filming schedules, and logistical requirements for participating groups.
- Managed liaison duties, administrative tasks, and communications with multiple stakeholders and performing groups.
- Supported video production, music recordings, and projection content development.
- Worked closely with site management, sound, lighting, and effects teams to ensure seamless execution.
- Supervised volunteers and oversaw performing areas during rehearsals and parade/show days.
- Prepared presentations, documented meeting notes, and supported overall event operations.
- Committed to late-night and weekend duties during peak production periods.


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Soristic Impact Collective Pte Ltd.

Research & Outreach Intern — 2024

- Conducted qualitative and quantitative research including literature reviews, interview coding, and data analysis.
- Organised and supported community events to foster collective impact and engagement.
- Created content for social media and outreach initiatives.
- Developed reports and promotional materials, strengthening professional writing skills.
- Collaborated with community organisations to broaden sectoral understanding and impact.

The Cookie Museum

Cookie Boutique Ambassador (Part-Time) — 2023

- Managed daily outlet operations and ensured high standards of customer service.
- Assisted with inventory management, cashiering (POS), and visual merchandising.
- Achieved sales targets through product knowledge and customer engagement.

Singapore Art Museum

Gallery Sitter (Part-Time) — 2023

- Ensured artwork safety and gallery equipment readiness.
- Enforced museum etiquette and safe management measures.
- Provided visitor assistance and shared artwork knowledge when required.

INTERNSHIPS & PROJECT EXPERIENCE

NTU Centre for Contemporary Art

Production Intern — 2019–2020

- Supported public programmes, event setups, and front-of-house operations.
- Supervised contractors during exhibition installation and deinstallation.
- Ensured exhibition spaces were well maintained and systemised housekeeping processes.

Nam Hwa Opera Limited

Final Year Project: Nam Hwa Blaze (Outreach & Marketing) — 2019

- Designed and managed an outreach event targeting youths and adults.
- Marketed events via social media and publicity channels.
- Crafted props and activities; managed event execution.

Singapore International Photography Festival

Front of House Intern — 2018

- Provided visitor assistance, managed sales booths, and supported minor installations.

M1 Singapore Fringe Festival

Front of House — 2018

- Supported audience management, enquiries, survey collection, and programme distribution.