SingPost Appoints Neo Su Yin as Group Chief Operating Officer

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Singapore Post (SingPost) today announced the appointment of Neo Su Yin as Group Chief Operating Officer (GCOO), effective 2 January 2025. In this newly created role, Su Yin will be responsible for the Singapore Business Unit, the International Business Unit and Property. Under transitional management arrangements, she will take guidance from the Chairman of the Board, Simon Israel.

The position of the GCOO is a pivotal role to translate transformation into tangible results, ensuring high quality execution, while fostering a culture of innovation and continuous improvement. Su Yin will also support the Board in a review of the International Business Unit.

“The Board is pleased to welcome Su Yin back to SingPost as our Group Chief Operating Officer,” said Simon Israel, Chairman of the Board. “She has a proven track record and deep understanding of SingPost's business and operations. Her appointment greatly strengthens our leadership’s focus on driving operational performance and excellence – a core foundation for sustainable growth.”

Su Yin brings over 20 years of experience in operations and customer experience to SingPost, with a distinguished career spanning leadership roles in both the public and private sectors. No stranger to SingPost, she joined the company in April 2019 as Vice President, Customer Experience, and was appointed Chief Executive Officer, Singapore in November 2021- a position she held till May 2024 when she moved to dnata as Managing Director for Singapore, overseeing ground handling and cargo operations at Changi Airport.

During her previous tenure at SingPost, Su Yin played a key role in a period of significant transformation for the Singapore postal system, contributing to enhancements across key operational areas, including last-mile delivery, digital transformation and postal operations optimisation.

"I am honored to return to SingPost at this juncture, and appreciate the trust the Board has placed in me," said Neo Su Yin, Group Chief Operating Officer, SingPost. "In my previous tenure, I had the privilege of spearheading the transformation strategy for the Future of Post and driving improvements

in key areas. I believe in SingPost's transformative potential and I am committed to work with the leadership team to drive business excellence and foster a stronger culture of accountability as we move forward."

Prior to joining SingPost, Su Yin was General Manager at Changi Airport Group (CAG), managing the ground operations and customer experience within the terminals. Before CAG, Su Yin had a distinguished military career with the Republic of Singapore Navy for 17 years and held several key leadership roles, including commanding officer of a warship.

Su Yin was a Singapore Armed Forces Merit Scholar and holds a Bachelor of Science (2nd Upper Class Hons) and Master of Science in Occupational Psychology from the University of Nottingham, United Kingdom. She is also a graduate of the United States Naval War College in Rhode Island, USA.

Source: SingPost

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