



# SUZANNE MARIE ANDERSON

## COMPREHENSIVE CURRICULUM VITAE

### SKILLS SUMMARY

29 Dairy Farm Road  
#01-02 Dairy Farm Estate  
Singapore 679049  
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RCConceptsSG@gmail.com

Experience in therapeutic counseling; community crisis response; working cross-culturally; program and grant/contracts management; staff supervision and development; training, consultation and technical assistance; conference management; volunteer coordination; liaison with victim and criminal justice agencies; publications and product development; clearinghouse operations; information dissemination; information and referral; networking and outreach; and hotline management; criminal justice; victim assistance; pretrial services.

### CAREER HISTORY

**Restorative  
Community Concepts  
Sole Proprietorship**  
*Republic of Singapore  
November 2001 to present*

#### Director/Counselor/Trainer/Consultant

##### Topics:

- Coordinating a community crisis response team
- Crisis invention and assistance for human resource professionals
- Crisis response in the workplace
- Crisis response in schools
- Critical incident consultation
- Critical incident policy consultation
- Resilience
- Community work
- Working cross-culturally
- Working/living/settling in Singapore
- Helping your child to succeed in school
- The defiant child
- The five love languages of children
- School-based parent support groups
- Criminal victimization
- Restorative conferencing
- Repatriation
- Talking so your child will listen and listening so your child will talk
- Career/portfolio development
- Raising children with privilege: Asset or liability
- Youth's talking back and tone: Strategies for responding
- Keeping kids safe online
- Responding to domestic violence & sexual assault

##### Clients:

- Academy of Human Development
- American School in Japan

- BHP Billiton
- Canadian International School
- Chevron
- Edith Cowan University
- FamilyWorks
- Hilton Hotels
- International Professional Relations
- Jakarta Intercultural (International) School
- KonTerra
- Metro (Private) Limited
- Ministry of Community Youth and Sports
- Monash University
- Nanyang Polytechnic
- National Neuroscience Institute
- National University of Singapore, Counselling & Psychological Services
- Partners International
- Petrochemical Corporation of Singapore
- Singapore American Community Action Council
- Singapore American School
- Singapore Armed Forces Counseling Centre
- Singapore Centre for Evangelism & Missions
- Singapore Discovery Centre
- Singapore Management University
- Stamford American International School
- St Andrews International School Bangkok
- Subsea7
- Tanglin Trust School
- TNT Global Express
- United World College (UWCSEA)
- WorleyParsons
- Yale-NUS

#### Counselor/Co-founder – *September 2015 to present*

Founding partner of and counsellor at the *International Counselling & Psychology Centre (ICPC)* focused on providing well-being and mental health support to the expatriate and local community within the region. Provide counseling support to individuals, adolescents, couples and

families to address a variety of mental health issues that may interfere with satisfying interpersonal relationships in the home and the workplace. Coordinate crisis response and cross-cultural orientation services.

**Counselor, Special Projects Coordinator – May 2007 to September 2015**

Contracted with the *Singapore American Community Action Council* to counsel clients on issues related to depression, anxiety, grief and loss, adjusting to transitions, new life roles, and trauma related to accident, natural disaster, rape, sexual assault, family violence; work with adolescents and youth and their parents on issues related to behavior, communication and parenting concerns, marital issues, working from a strengths and resilience perspective. Clients come from over 40 different cultural groups.

Coordinate *Crisis Response Network* bringing together individuals (local and expatriate) concerned with responding to the emotional aftermath of community wide trauma. Coordinate cross-cultural training delivered in partnership with International Professional Relations a US-based company.

**Accredited Home Study Assessor and Chief Signatory – May 2008 to December 2015**

Counsel prospective adoptive parents on issues related to international adoptions and parenting adopted children. Investigate and prepare adoption home study reports, updates, amendments and post-placement reports in accordance with agency and governmental guidelines.

**Gazetted Probation Officer – August 2001 to April 2002**

Contracted with the Ministry of Community Development and Sports, Probation Services Branch, Managed probation cases including pre-sentence report investigation, conducting case reporting sessions, and coordinating with other agencies. Developed proposal for the development of a probation-based victim services program including a work plan, policies and procedures and budget. Coordinated a work team to facilitate staffing reorganization of the Probation Services Branch and to plan and lead the annual management staff retreat.

**Aspen Systems  
Corporation**  
Rockville, Maryland  
1994 to 1999

**Acting Senior Project Coordinator/Office for Victims of Crime (OVC) Training and Technical Assistance Center – 1998 to 1999**

Prepared and submitted project deliverables and reports; developed and maintained administrative processes. Provided oversight for training and technical assistance, meeting planning operations, and consultant pool development; monitored budgets; and supervised project staff. Served as point of contact for OVC in initiating work plans and overseeing the status of work performed.

**Project Manager, National Criminal Justice Reference Service (NCJRS)  
Manager/Department of Justice Response Center – 1994 to 1998**

As Bureau of Justice Assistance (BJA) Clearinghouse Manager, supervised staff; monitored reviewed and submitted activity and financial reports; tracked document production and associated milestones, dissemination and inventory and bulk mailing list management; use of electronic services; and support services for Office of Justice Programs/Office of the Assistant Attorney General Program Offices, including conference support, and exhibit development.

As Project Manager for the Office for Victims of Crime (OVC) Resource Center, provided oversight for daily operations, including monitoring of milestone budgets and schedules. Served as liaison to OVC regarding reference, networking, library services, distribution support, publications, and product development. Provided oversight for special research projects and events; attended key conferences and conducted presentations.

For the DOJ Response Center, provided oversight to ensure that user requests are responded to quickly and accurately. Coordinated data compilation, writing, and editing of the annual National Performance Review report; managed implementation of new procedures or training in response to OJP Bureau and Crime Act Office needs; and provided overall supervision of Response Center activities to ensure that technical, administrative, and contractual specifications were met.

**National Organization  
for Victim Assistance**  
Washington, D.C.  
1988 to 1994

**Director of Special Projects – 1992 to 1994**

Administered activities to provide Aid to Victim Service and Allied Professionals in the Wake of Hurricane Andrew. Coordinated and conducted training seminars for human services professionals to address long-term emotional reactions of people affected by the hurricane and concerned about increased levels of community violence.

Coordinated efforts to organize, train, and deploy a team of veteran crisis intervenors to work in refugee camps in the former Yugoslavia with a team of Bosnian and Croatian medical and mental health professionals. Communicated with funding sources, the U.S. State Department, U.S. AID, volunteer crisis intervenors, and Bosnian government representatives.

**National Training Team Member – 1991 to 1994**

Trained advocates and allied professionals in the criminal justice, health, mental health, and religious fields on topics, including domestic violence, sexual assault, elderly and child victimization, trauma of victimization, crisis intervention, post-trauma counseling, spirituality and trauma, coordination of community crisis response, and staff victimization.

Served as faculty member for the Corrections in Victim Assistance Project designed to increase awareness and involvement of the corrections field in responding to staff victimization.

**National Crisis Response Team Member – 1991 to 1994**

Initiated outreach calls to communities affected by crisis (such as natural disaster, mass criminal activity, and industrial accidents) to offer crisis intervention services. Provided onsite assistance to communities affected by disaster. Team activities included planning meetings with community leaders, training local caregivers, and conducting director services for community members and emergency personnel.

**Director of Conference Planning – 1990 to 1992**

Responsible for site selection and coordination of the Annual North American Victim Assistance Conference (800 to 1,000 participants) and other national conferences. Coordination activities included hotel contract negotiation; promotion activities; recruitment of presenters, information exchange participants, and program coaches; and oversight of conference registration and logistics. Served as staff liaison to the NOVA Board of Directors Conference Oversight and Site Selection committees as well as the Local Host Conference committee.

Trainings/Conferences coordinated:

- ◆ War and Trauma: Crisis Response in the Former Yugoslavia, Washington, D.C, 1993
- ◆ Sixteenth to Eighteenth North American Victim Assistance Conference, Lexington, KY; Anaheim, CA; Kansas City, MO, 1990 to 1992
- ◆ 2001: The Next Century: Megatrends in the Victims' Movement, Washington, DC, 1992

**Victim Advocate – 1988 to 1994**

Provided crisis intervention and counseling, advocacy, and information and referral to crime victims. Provided supportive counseling to students affected by drug violence in their community.

**Volunteer Coordinator – 1988 to 1990**

Recruited, trained, and supervised more than 50 volunteers to staff the 24-hour crisis PROJECT RESPONSE hotline. Spearheaded efforts to educate residents about available victim services through public presentations; radio, television, and newspaper coverage; and informational fliers.

**County of Santa Clara  
Pre-Trial Services  
San Jose, California  
1984 to 1988**

**Pre-Trial Release Specialist**

Determined the eligibility of defendants for release on their own recognizance. Compiled court reports and made recommendations to the magistrate about bail amount and/or release conditions. Prepared and presented cases to the magistrate about defendants to be considered for release through a pilot Failure to Appear Unit. Supervised defendants released to the Failure to Appear Unit to ensure compliance with conditions of release, including drug testing, employment requirements, and no-contact orders. Prepared and presented documentation to the court for Own Recognizance Revocation when defendants did not comply with the terms of release. Interacted with all phases of the criminal justice system, including Federal and local law enforcement, judges, prosecutors, probation, parole, immigration and corrections.

**DISASTER RESPONSE/CONSULTATION/TRAINING**

- 2016 International school child protection incident, Singapore. *Consultant.*
- 2015 International school accidental death, Kobe, Japan. *Consultant.*  
International school child protection incident, Singapore. *Consultant.*  
Sabah earthquake, Singapore. *Crisis responder.*  
Earthquake, Nepal. *Crisis responder.*
- 2014-15 International school child sexual abuse crisis, Jakarta, Indonesia, *Team Coordinator, Team Leader 6 person team May 2014, 4 person team September 2014, Consultation visit February 2015.*
- 2014 Malaysian Airlines Flight 370, Channel News Asia, Singapore. *Interview consultant.*  
International middle school trip outrage of modesty incident, Singapore. *Consultant.*

- 2013 International elementary school student death, Singapore. *Consultant.*  
Anonymous internet suicide threat, off-shore tertiary institution, Singapore. *Consultant.*
- 2012 Explosion, Thailand. *Debriefers (in Singapore).*
- 2009 H1N1 Virus, Singapore. *Consultant.*
- 2008-9 Mumbai terrorist attack, Singapore. *Counselor & corporate consultant.*
- 2008 Earthquake, Chengdu and Beijing China. *Trainer.*  
Cyclone and tidal water floods, Yangon, Myanmar. *Trainer.*
- 2005 Drowning, international university, Singapore. *Debriefers.*  
Earthquake, Yogyakarta, Indonesia. *Trainer.*  
Tsunami, Chennai and Nagercoil, India; Singapore. *Trainer and debriefer.*
- 1993 War trauma, Former Yugoslavia, Medjugorje, Bosnia-Herzegovina. *Trainer.*
- 1992 Industrial plant explosion, Near North Insurance Brokerage, Skokie, IL. *Consultant.*
- 1991 Hurricane Andrew, Dade County Public Schools, Dade County, FL. *Trainer.*  
Industrial plant explosion, FMC Fertilizer Corporation, Sterlington, LA. *Team Manager.*  
Tornado, City of Andover, Andover, KS. *Team Manager.*  
Plane crash, United Airlines, Washington, D.C. *Debriefers.*

## EDUCATION

- 2016 Doctor of Professional Studies, University of Southern Queensland, Toowoomba, Australia – *Meeting the Mental Health & Psychosocial Needs of Sexually Exploited Women in the Greater Mekong Sub-region: A Mixed Methods Study Enhancing the Training Development of Human Trafficking Aftercare Workers*
- 2005 Masters of Social Sciences (Social Work), National University of Singapore, Republic of Singapore
- 1987 Bachelor of Science, Criminal Justice Administration, San Jose State University, San Jose, California
- 1982 Diploma, Presentation High School, San Jose, California

## CERTIFICATIONS

- 2009 to present Registered Social Worker (RSW-0145), Singapore Social Work Accreditation Board
- 2002 to present Certified Crisis Responder (Basic), National Organization for Victim Assistance
- 2002 to present Certified Trainer, Coordinating a Community Crisis Response Team, National Organization for Victim Assistance
- 2008 to 2016 Chief Signatory and Accredited Adoption Home Study Assessor, Ministry of Community Development, Youth and Sports
- 2006 to 2009 Registered Social Worker, Singapore Association of Social Workers
- 2008 Primary Certificate in Rational Emotional Behavioral Therapy, The New Zealand Centre for Cognitive Behavioural Therapy
- 2001 to 2002 Gazetted Probation Officer, Ministry of Community Development and Sports, Probation Services Branch

## SELECTED TRAINING/CONFERENCES

- 2016 Certified Compassion Fatigue Professional Training, PESI, Online Course, United States  
The Crisis Communications Case of the 21st Century - Transocean and Deepwater Horizon, Singapore
- 2015 & 2016 South East Asia International School Counsellors Conference, Darussalam, Brunei; Phuket, Thailand
- 2015 Table Top Exercise (TTX) A Rush Hour Disaster Simulation, Singapore

- 2014 South East Asia International School Counsellors Conference, Singapore  
 Caritas Asia Regional Training and Workshop on **Anti-Trafficking in Persons, The 3Ps + 1 Paradigm, Case Management and Victim Identification**, Jakarta Indonesia
- 2013 **Individual Crisis Intervention and Peer Support, Advanced Individual Crisis Intervention and Support, Group Crisis Intervention**, International Critical Incident Stress Foundation, Inc., United States.
- 2012 Somatic/Body Based Work: Dealing With Trauma, Academy of Human Development, Singapore  
**Cultural Competency Curriculum for Disaster Preparedness and Crisis Response**, Office of Minority Health, U.S. Department of Health & Human Services, Online  
**Trauma-Focused Therapy-Working with Adults Workshop**, Australian Centre for Posttraumatic Mental Health, Darwin, Australia
- 2011 **Working With Severe Trauma & Stress**, Academy of Solution Focused Training, Singapore  
 Eye Movement Desensitisation and Reprocessing Workshop, Part One, Therapist Training, Singapore
- 2010 **Mental Health and Psychosocial Support in Areas of Post-Conflict**, COGIS and HealthNet TPO, General Introduction Theory and Workshop  
**Twenty Years Beyond Debriefing: Best Practice for Responding to Workplace Traumas, Tragedies and Transitions**, Human Resiliency Training Institute
- 2009 **Trauma Counseling**, St. Andrew's Life Stream
- 2008 **Practicum: for the Primary Certificate in Rational Emotive Behaviour Therapy**, The New Zealand Centre for Cognitive Behavioural Therapy  
 Overview of Attachment Therapy, Centre for Experiential Training  
 North American Victim Assistance Conference, National Organization for Victim Assistance  
 National Crisis Response Conference, National Organization for Victim Assistance  
 2<sup>nd</sup> Asia Pacific Solution Focused Approach Post Conference Workshop: Releasing the Master Therapist Within, Academy of Solution Focused Training
- 2007 **Disaster Management and Social Work Response**, International Federation of Social Workers Asia Pacific Regional Social Work Symposium  
 Psychological First Aid Competencies for Public Health Workers, John Hopkins, Bloomberg School of Public Health  
 North American Victim Assistance Conference, National Organization for Victim Assistance
- 2006 National Crisis Response Conference, National Organization for Victim Assistance  
 Symposium on Support for Victims of Crime in the Asian Region, National University of Singapore
- 2004 Mediating Family & Church Conflicts, Eagles Mediation & Counseling Centre  
 Disaster Basics, Emergency Management Institute, National Emergency Training Center
- 2003 **19<sup>th</sup> Annual Meeting of the International Society of Traumatic Stress Studies: Fragmentation and Integration in the Wake of Psychological Trauma**
- 1994, 2002 Advanced National Crisis Response Training Institute, National Organization for Victim Assistance
- 2002 **Training for Trainers, Crisis Response Training**, National Organization for Victim Assistance
- 2001 **Integrated Model of Effective Practice Incorporating Prosocial Modeling and Associated Skills**, Ministry of Community Development and Sports, Probation Services Branch
- 1997 Project Management in an Indefinite Delivery-Indefinite Quantity World, Aspen Systems Corporation.
- 1996 Basic Training Course for Project Managers, Aspen Systems Corporation  
 How to Manage Multiple Projects, Meet Deadlines, and Achieve Objectives and Coaching Skills for Managers and Supervisors, Fred Pryor Seminars  
 Proposal and Technical Writing Seminar, Communication Constructs
- 1995 Legal Training, Aspen Systems Corporation Management Training Seminar, Winston Strawn

Valuing Diversity in the Work Place, Montgomery College, Business and Industry Training  
Division of Continuing Education

Role of the Supervisor, Orlov Resources for Business, Inc.

- 1993** **War Trauma Training**, National Organization for Victim Assistance  
Crime Victims and Corrections, Training for Trainers, National Victim Center
- 1991** National Crisis Response Team Training Institute, National Organization for Victim Assistance
- 1988, 1989** Victim Advocacy I and II, National Organization for Victim Assistance
- 1989** Volunteer Speech I, National Organization for Victim Assistance  
Training for Trainers, National Organization for Victim Assistance
- 1988** Basic and Advanced Volunteer Management, District of Columbia Volunteer Clearinghouse
- 1987** Battered Women's Volunteer Counselor Training, Shelter Against Violent Environments

## PROFESSIONAL AFFILIATIONS

- 2016 to present** International Association of Trauma Professionals, United States
- 2002 to 2004, 2006 to present** Society for the Prevention of Family Violence, Singapore
- 1988 to present** National Organization for Victim Assistance, United States
- 2006 to 2008** Training & Education Committee, National Organization for Victim Assistance
- 1996 to 1998** Advisory Board, National Forum on Survivors of Violence, Harvard School of Public Health
- 1995 to 1996** Victim Services Advisory Board, Montgomery County, Maryland
- 1995 to 1996** American Jail Association
- 1994 to 1996** Capital Area Crisis Response Team, District of Columbia
- 1993 to 1994** International Association of Trauma Counselors
- 1993 to 1994** Violence Against Women Act Task Force
- 1989 to 1991** Gay and Lesbian Victim Services Committee, Whitman-Walker Clinic, District of Columbia
- 1988 to 1990** District of Columbia Victim Services Network

## SELECTED PUBLICATIONS

- 2016** "I love watching you play!" Singapore American Newspaper. *Author.*  
Treasure Hunting in Singapore. Singapore American Newspaper. *Author.*
- 2015** Children's Allowances—Why? When? How? and How Much? Singapore American Newspaper.  
*Author.*  
Youth's Computers Belong in Public Space. Singapore American Newspaper. *Author.*
- 2014** Building a Parent Community. Singapore American Newspaper. *Author.*
- 2013** When Someone We Know Has A Life Threatening Illness. Singapore American Newspaper.  
*Author.*  
**International Violence Against Women Survey: Final Report on Singapore.** *Co-Author.*
- 2012** Youths Computers Belong in Public Spaces. Singapore American Newspaper. *Author.*  
Meeee! Miiiiine! Noooooow! Singapore American Newspaper. *Author.*
- 2011** Teen Tone & Babies First Words, Singapore American Newspaper. *Author.*  
Meanest Parent on the Block: Values Based Parenting, Singapore American Newspaper. *Author.*
- 2010** It's All About Me, Isn't It?, Singapore American Newspaper. *Author.*  
Loving Yourself – What Does That Have to do With Valentines Day?, Singapore American  
Newspaper. *Author.*
- 2009** What Does Chocolate Have to do With Willpower?, Singapore American Newspaper. *Author.*

- Raising Children with a Sense of Entitlement – Asset or Liability, Singapore American Newspaper. *Author.*
- 2008 Singapore’s Response to Family Violence: 1997 to 2007 – What Comes Next?** Society Against Family Violence. *Researcher, author.*
- Gaming – A Parent’s Response, Singapore American Newspaper. *Author.*
- Gaming – Problem Solving with Your Child/Teen, Singapore American Newspaper. *Author.*
- What about the employee? The Next Frontier in Business Continuity Planning, Singapore American Newspaper. *Author.*
- 2007 Psychosocial Impact on Social Workers & Other Relief Workers.** *Author.*
- The Aftermath of Disaster – The Social Work Response Project Perspective – Singapore. *Author.*
- SACAC Establishes Crisis Response Network, Singapore American Newspaper. *Author.*
- Responding to the Needs of Children in Crisis, school handout, Singapore American Community Action Council. *Author.*
- 2005 “Outrage of Modesty” Victims in Singapore: Coping and Help Seeking,** Master’s of Social Science Academic Exercise. *Researcher, writer.*
- 2004 Restorative Conferencing Kit,** Probation Services Branch, Ministry of Community Development and Sports. *Writer, editor.*
- 1999** Crisis Response: A Workshop for Clergy and Other Helpers Training Curriculum, Neighbors Who Care. *Development consultant.*
- 1998** Grief During the Holidays, *The Disciple*, Redland Baptist Church. *Author.*
- 1995** Staff Victimization During Jail Crisis, *Jail Operations Bulletin*, American Jail Association. *Author.*
- 1994** Ending the Code of Silence: When Correctional Personnel Become Victims, *Technical Assistance Bulletin*, National Victim Center. *Author.*
- 2001: The Next Generation in Victim Assistance*, National Organization for Victim Assistance. *Production Editor.*
- Crisis Response Team Training Manual*, National Organization for Victim Assistance. *Production Editor.*
- 1993** *Victim Assistance: Frontiers and Fundamentals*, National Organization for Victim Assistance. *Production Editor.*

## SELECTED PRESENTATIONS

- 2016 School Response to Suicide,** South East Asia International School Counsellors Conference, Phuket, Thailand. *Workshop presenter.*
- After They Return: The Mental Health & Psychosocial Needs of Trafficked Women and How to Address Them,** Social Work and Community Health Services Summer Institute, 2016, West Virginia University and An Giang University, Vietnam. *Trainer.*
- Responding to Crises in Schools,** American School in Japan. *Trainer.*
- Responding to Crises in Schools,** St. Andrews International School Bangkok. *Trainer.*
- Responding to Crises in Schools,** Stamford American International School. *Trainer.*
- NOVA Community Crisis Response Team Training,** Restorative Community Concepts. *Trainer.*
- Basic CARE Officer Crisis Response Training,** Nanyang Polytechnic. *Trainer.*
- Advanced CARE Officer Training** (with simulation), Nanyang Polytechnic. *Trainer.*
- 2015 Crisis Response in Schools Table Top Simulation,** South East Asian International School Counsellors Conference, Brunei. *Trainer.*
- NOVA Community Crisis Response Team Training,** Restorative Community Concepts. *Trainer.*
- 2014 NOVA Community Crisis Response Team Training,** Restorative Community Concepts, *Trainer.*
- Basic CARE Officer Crisis Response Training,** Nanyang Polytechnic. *Trainer.*

- 2013** **Advanced CARE Officer Training** (with simulation), Nanyang Polytechnic. *Trainer.*  
**Group Crisis Intervention Training & Table Top Exercise**, Counselling & Psychological Services, National University of Singapore. *Trainer.*  
**Responding to Crisis in Schools.** SACAC Counselling, *Trainer.*  
**School Response to Crisis.** Singapore American School, *Trainer.*  
**Responding to Domestic Violence & Sexual Assault**, Social Work and Community Health Services Summer Institute, 2013, West Virginia University and An Giang University, Vietnam. *Trainer.*  
 Keeping Kids Safe Online: What Educators Must Know. SACAC Counselling. *Co-trainer.*
- 2002 to 2005,** **Community Crisis Response Team Training Institute**, National Organization for Victim Assistance Academy of Human Development and Fei Yue Counseling Centre, Singapore Centre for Evangelism & Missions, Singapore Bible College. *Trainer.*  
**2007 to 2012**
- 2012** Youth's Talking Back and Tone: Strategies for Responding, SACAC Counselling. *Presenter.*  
 Raising Children with Privilege: Asset or Liability, Australian International School. *Presenter.*  
 The Irks, Quirks & Perks of Living in Singapore, Tanglin Trust School, U.S. Navy. *Presenter*  
**Understanding the Human Reaction to Disaster: Crisis Response Training**, Social Work and Community Health Services Summer Institute, 2012, West Virginia University and An Giang University, Vietnam. *Trainer.*  
**Crisis Intervention and Assistance for the Workplace**, Metro (Private) Limited. *Trainer.*
- 2011** **CARE Officer Crisis Response Training**, Nanyang Polytechnic. *Trainer.*  
**Cross-Cultural Sensitivity**, US Navy. *Presenter.*  
**Emergency Communication Skills**, Petrochemical Corporation of Singapore. *Trainer.*  
**School Response to Crisis**, Tanglin Trust School. *Trainer*  
 Settling in Singapore, United World College (UWCSEA). *Presenter.*
- 2006 to 2011** **Cross-Cultural Social Work**, Monash University/Social Service Training Institute. *Tutor.*
- 2010** **Care Officer Crisis Response Training**, Nanyang Polytechnic, *Trainer.*  
**Crisis Intervention and Assistance for Human Resources Professionals**, BHP Billiton. *Trainer.*  
**Crisis Intervention and Assistance for Human Resources Professionals**, WorleyParsons, *Trainer.*  
**Emergency Management and Crisis Intervention**, Forbes Calamity Prevention and Singapore American Community Action Council. *Co-trainer.*  
**Unit Incident Commander Training**, National University of Singapore, Counseling & Psychological Services. *Trainer.*
- 2009 to 2010** Raising Children with Privilege: Asset or Liability?, Singapore American Community Action Council. *Presenter.*
- 2007 to 2010** Homeward Bound, Singapore American Community Action Council, Prime Time Human Resources Committee and US Military. *Presenter.*  
 Settling in Singapore, The Irks, Perks and Quirks, Singapore American Community Action Council, Chatsworth International School, Crowne Relocation Company, Canadian International School, US Military. *Presenter.*
- 2006, 2008, 2009** Professional Development, Edith Cowan University and Academy of Human Development. *Lecturer.*
- 2008** **Working Across Cultures**, North American Victim Assistance Conference. *Presenter.*
- 2007** **Psychosocial Impact on Social Workers & Other Relief Workers** and The Aftermath of Disaster – The Social Work Response Project Perspective – Singapore, Disaster Management and the Social Work Response Conference, International Federation of Social Workers. *Presenter.*  
 Community Crisis Response – The New Norm after Community Wide Disaster, North American Victim Assistance Conference. *Presenter.*
- 2006** Working Outside the Continental United States, National Crisis Response Conference. *Presenter.*  
**Community Crisis Response Training Institute**, National Organization for Victim Assistance,



- Chiang Mai, Thailand. *Trainer.*
- Community Work Bachelor's Course, Edith Cowan University/Academy of Human Development. *Lecturer.*
- 2005** Preparation of Volunteers for Tsunami Relief Work, Singapore Association of Social Workers. *Trainer.*
- Tsunami Relief Team Briefings, Singapore Centre for Evangelism and Missions. *Trainer.*
- 2004** Restorative Conferencing Awareness and Facilitator Training. Probation Services Branch, Ministry of Community Development and Sports. *Trainer.*
- 2003, 2004** Basic Training Course for Trainee Volunteer Probation Officers, Probation Services Branch, Ministry of Community Development & Sports. *Trainer.*
- 2003** Crisis Counsellor Training, TNT Express Worldwide Pte. Ltd. *Trainer.*
- Coping Strategies in the Workplace (SARS), NTUC Income, Staff Learning Day. *Speaker.*
- 2002** Crisis Reactions and Crisis Intervention, Singapore Armed Forces Counseling Centre. *Trainer.*
- Impact of Domestic Violence, FamilyWorks. *Trainer.*
- Five Love Languages of Children, Parenting the Defiant Child, Helping Your Child to Succeed in School Parenting Classes, Fei Yue Counseling Centre. *Presenter.*
- Trauma of Victimization, Ministry of Community Development and Sports, Probation Services Branch, Toa Payoh Girls' Home, and Singapore Boys' Home. *Trainer.*
- 2000, 2002** Counseling Interventions with Victims of Crime and Crisis, National University of Singapore. *Presenter.*
- 2000** New Beginnings, Changes and Transitions, Women's Ministry Opening. *Speaker.*
- 1997** The Office for Victims of Crime Resource Center, 23<sup>rd</sup> Annual North American Victim Assistance Conference. *Presenter.*
- 1995** Staff Victimization in Jails, American Jail Association Annual Training Conference. *Panel Member.*
- 1994** Concepts of Restorative Community Justice, American Society of Criminology. *Presenter.*
- Victims' Perspectives on Crime, Criminals and the Justice System, D.C. Superior Court Social Services Division. *Presenter.*
- 1991 to 1994** National Community Crisis Response Training Institute, National Organization for Victim Assistance. *Trainer.*
- 1992 to 1994** **Crime Victims and Corrections**, Staff Victimization, National Victim Center. *Trainer.*
- 1994** Victims' Rights, Gallaudet University, Saloshin Seminar on Law and Criminal Justice. *Presenter.*
- 1993** Ending the Code of Silence: When Correctional Personnel Become the Victims, Corrections 2000: Meeting the Challenge, Utah Correctional Association. *Presenter.*
- Aid to Victim Service and Allied Professionals in the Wake of Hurricane Andrew, National Organization for Victim Assistance. *Trainer.*
- Future Services... Are They Something We Already Have? and Model Programs: Creativity in Crisis, Hidden Victims... Going Beyond the Obvious: The Sixth Annual Conference on Crime Victims. *Keynote Speaker/Presenter.*
- Child, Elder & Spouse Abuse: Importance of Community Intervention, American Trauma Society's 20th Annual Meeting & Education Symposium the Secret Public Health Crisis: Domestic Violence. *Panel Member.*
- Restoring Community Justice to Help the Community's Victims, 1993 National Forum on Preventing Crime and Violence: Developing Leadership in the 21st Century, National Crime Prevention Council. *Panel Member.*
- 1992** Trauma of Victimization and the Clergy, Minister's Conference, Howard County Baptist Association. *Presenter.*
- Mapping Strategies for Victim Services, National Organization for Victim Assistance. *Presenter.*
- The 12th Annual National Forum on Victim Rights, National Organization for Victim Assistance. *Moderator.*
- 1991** Assaults in the Workplace, Southland Corporation. *Presenter.*
- 1990** Victim Rights and Legislation, Sociology Class, Annandale High School, Virginia. *Presenter.*

- Trauma of Victimization and Victim Service Resources, National Association for Women Deans and Counselors. *Presenter.*
- Victim Assistance and the Police, Police and Citizens Together, Washington, D.C. *Trainer.*
- 1989 to 1990** Crime and the Elderly, D.C. Office on Aging. *Presenter.*
- 1989** Victim Services in Metropolitan Washington, Capitol Hill Police (D.C.). *Presenter.*
- Volunteer Training, National Organization for Victim Assistance. *Trainer.*
- Victims of Drug-Related Crime, 15th Annual North American Victim Assistance Conference, National Organization for Victim Assistance. *Presenter.*
- 1998** Domestic Violence, National Association of Legal Secretaries. *Presenter.*
- 1984** **Youth in Crime Prevention**, Youth and Crime Prevention Summer Conference, National Crime Prevention Council. *Keynote Speaker.*

## **COUNTRIES OF WORK/RESIDENCE**

Nepal, Vietnam, Myanmar, China, India, Thailand, Indonesia, Malaysia, Singapore, Yugoslavia, Canada, Japan, United States

## **PROFESSIONAL HONORS**

- 2006** Arkansas Traveler, State of Arkansas.
- 1999** Certificate of Appreciation, United States Department of Justice, Office of Justice Programs, Office for Victims of Crime.
- Special Recognition Award, Aspen Systems, Inc. (*for work on the National Criminal Justice Reference Service Contract Re-bid Proposal Management Team and work on successful bid for the Office for Victims of Crime Training and Technical Assistance Center contract*).
- Special Recognition Award, Aspen Systems, Inc. (*for work in re-bid of the U.S. Department of Justice Response Center contract*).
- 1998** Team Award, Aspen Systems, Inc. (*for securing a top performance rating for the U.S. Department of Justice Response Center*).
- 1990** Kentucky Colonel, State of Kentucky.
- 1983 to 1984** National Chairman, Law Enforcement Exploring, Boy Scouts of America.
- 1983** J. Edgar Hoover Law Enforcement Scholarship, Exploring Division, Boy Scouts of America.

## **COMMUNITY SERVICE**

- 2008 to 2013** National University of Singapore, International Violence Against Women Survey, *Collaborator.*
- 2005** Singapore Centre for Evangelism and Missions. *Relief worker team, trainer and debriefer.*
- 1999 to 2005** International Baptist Church of Singapore. *Preschool Division worker.*
- 1994 to 1996** Boy Scouts of America, Exploring Division. *Explorer Officers' Association advisor.*
- 1989 to 1990** United States Park Police. *Explorer Post advisor.*
- 1987 to 1988** Shelter Against Violent Environments. *Battered women's advocate.*
- 1983 to 1996** Boy Scouts of America, Law Enforcement Exploring. *Explorer scout.*
- 1982** American Red Cross. *Disaster volunteer.*

## **HOBBIES**

Reading, geocaching, sewing, cooking