

SENIOR EXECUTIVES



Nikhil Eapen
Chief Executive



Johan Buse
Consumer



Veronica Lai
Corporate Services



Chris Lipman
Customer Experience



Catherine Chia
Human Resource

A portrait of Dennis Chia, a man with short dark hair, wearing a dark suit jacket over a light-colored shirt. He is smiling and looking towards the camera. A thin white line connects his name box to his portrait.

Dennis Chia
Finance

A portrait of Charlie Chan, a man with short grey hair and glasses, wearing a dark suit jacket, a light blue shirt, and a patterned tie. He is smiling and looking towards the camera. A thin white line connects his name box to his portrait.

Charlie Chan
Enterprise

A portrait of Chong Siew Loong, a man with short dark hair, wearing a dark blue suit jacket over a light-colored shirt. He is smiling and looking towards the camera. A thin white line connects his name box to his portrait.

Chong Siew Loong
Network

A portrait of Kee Yaw Yee, a man with short dark hair, wearing a light-colored suit jacket over a white shirt. He is smiling and looking towards the camera. A thin white line connects his name box to his portrait.

Kee Yaw Yee
Information Services

A portrait of Tim Goodchild, a man with short dark hair, wearing a dark suit jacket over a light blue shirt. He is smiling and looking towards the camera. A thin white line connects his name box to his portrait.

Tim Goodchild
Government & Strategic
Affairs and International
Business

A portrait of Adam Stewart, a man with short dark hair, wearing a dark suit jacket over a light blue shirt. He is smiling and looking towards the camera. A thin white line connects his name box to his portrait.

Adam Stewart
Digital

SENIOR EXECUTIVES

Nikhil Eapen

Chief Executive

Nikhil is Chief Executive of the StarHub Group. Nikhil brings 20 years of experience in the global ICT sector working with senior executive teams to drive growth and make synergistic investments in infrastructure and enterprise communications and technology. Nikhil is responsible, together with the Executive team, for leading StarHub's transformation and competitiveness and creating value for all stakeholders.

Prior to StarHub, Nikhil was Deputy Chief Executive Officer, ST Telemedia and President & Group Chief Executive Officer of ST Telemedia's Infrastructure Technology (InfraTech) where he led corporate development activities across its communications, data centres and technology holdings, most recently building and acquiring cloud-centric platforms in IT, cybersecurity and enterprise software. Nikhil also previously served as a member of StarHub's Board Strategy Committee.

Before joining ST Telemedia, Nikhil was an investment banker for over 18 years at Citigroup, working in the firm's Hong Kong, New York and South East Asian offices. From 2008 to 2015, he was Managing Director & Head of Asia-Pacific Technology, Media & Telecommunications Corporate & Investment Banking at Citigroup, based in Hong Kong, where he led capital markets and M&A transactions across South East Asia, Greater China, India and the US.

Nikhil holds a Bachelor of Science (Honours) in Economics from University College London. He is a Singaporean and married with two daughters and a son.

Dennis Chia

Finance

Dennis oversees StarHub's financial health, develops and executes strategies through financial management and ensures that business decisions are financially sound. He is also responsible for investor relations, merger and acquisition activities, procurement, supply chain and enterprise risk management.

Prior to joining StarHub, Dennis was the Senior Vice President and Chief Financial Officer (CFO) of STATS ChipPAC (Worldwide), a leading provider of advanced semiconductor packaging and test services. He was also with Lear Corporation as its Vice President of Finance, Asia Pacific Operations and CFO of Behringer Corporation and Frontline Technologies Corporation.

Dennis is a Chartered Accountant and currently a council member with the Institute of Singapore Chartered Accountants. He holds a Bachelor of Accountancy (Honours) from the National University of Singapore and a Master of Business Administration from the University of Hull, United Kingdom.

Charlie Chan

Enterprise

Charlie leads the Enterprise Business Group, which provides services and solutions to help enterprise customers build a hyperconnected workplace with an empowered workforce.

Charlie brings along more than 28 years of experience in the IT, professional services, systems integration and communications solution businesses, with comprehensive understanding of Singapore's enterprise market and deep corporate relationships. He was most recently with IBM as the Industry & Enterprise Lead of Global Technology Services (Asia Pacific). He was also with the BT Group, and last held the position of General Manager of Trading Systems & Head of Sales and Global Finance Services (Southeast Asia).

Charlie has a Bachelor of Science in Physics from the National University of Singapore. He has completed the Asian International Executive Program at INSEAD.

Johan Buse

Consumer

Johan leads the Consumer Business Group and is responsible for the development, marketing and delivery of consumer-market mobile and fixed products and services including Pay TV. He also charts StarHub's brand evolution.

Prior to joining StarHub, Johan's 19 years of experience in the telecommunications industry has brought him across Europe, Asia and the Middle East. Most recently, he was the Chief Commercial Officer of Ooredoo Oman, where he was responsible for marketing, sales and customer experience for mobile, fixed and new businesses. Before that, he held senior positions in Deutsche Telekom (T-Mobile), Axis (STC) and Singtel.

Johan was recognised by Forbes as one of the world's 50 most influential CMOs in 2014. He holds a Bachelor of Science, Commercial Economics – Communications from Hogeschool Breda, Netherlands.

Veronica Lai

Corporate Services

Veronica is responsible for StarHub's Legal, Corporate Secretariat, Regulatory, Corporate Communications and Sustainability functions.

With over two decades of experience in the info-communications industry, Veronica was the Group's General Counsel and Company Secretary prior to her current role. Before joining StarHub, she practised law at Rajah and Tann Singapore LLP.

Veronica serves as the Assistant Treasurer of the Management Committee of the Global Compact Network Singapore and is a member of the Global Reporting Initiative (GRI) Singapore Advisory Committee. Veronica is appointed as a specialist mediator by the Singapore International Mediation Centre. In 2020, she was conferred the Chief Legal Officer award by the Singapore Corporate Counsel Association, and is listed in Legal 500's GC Powerlist for 2017, 2018 and 2019. She also received the Asian Company Secretary 2013 Award for Singapore by Corporate Governance Asia and was recognised as one of Asia Legal Business' Top 25 in-house counsels in Asia for 2010. Veronica holds a Bachelor of Laws (Honours) from the National University of Singapore.

Chong Siew Loong

Network

Siew Loong provides leadership to maintain a robust and efficient network to support StarHub's multiple lines of business. He is also responsible for establishing the company's technical vision and leading all aspects of technology development.

Siew Loong was one of the pioneers in StarHub's formative years when the company won the licence to operate as a telco in 1998. He also set up and managed the Network and Systems Division at StarHub's wholly-owned subsidiary Nucleus Connect, where he now serves as General Manager.

Siew Loong received the 40 Under 40 award from the Global Telecoms Business in 2011. He holds a Bachelor of Electronics Engineering from the University of Southampton, United Kingdom.

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Kee Yaw Yee

Information Services

Yaw Yee is responsible for the Information Technology (IT) strategy, IT infrastructure, systems and applications required to support StarHub's business growth and customer goals.

Prior to joining StarHub, Yaw Yee has held leadership roles in multinational companies like Accenture, Hewlett-Packard and AsiaInfo. With over 24 years of experience in IT and management consulting, he has consistently delivered large-scale transformational programmes for local and regional clients, using different methodologies and technology solutions.

Yaw Yee was recognised as one of the top 50 CIOs in Southeast Asia and Hong Kong by IDG CIO50 ASEAN Awards 2020. Yaw Yee holds a Bachelor (Honours) of Electrical Engineering and Electronics from the University of Manchester, Institute of Science and Technology in the United Kingdom. He has a Performers' Diploma in piano from the Trinity College of Music, London.

Chris Lipman

Customer Experience

Chris leads the company's end-to-end customer experience, to drive StarHub's transformation to a consistently customer-centric brand.

Prior to joining StarHub, Chris was Vice President for Customer Experience, Insights & Operations (Southeast Asia) at HOOQ Digital, where he set the overall strategic direction of the customer experience team, managed vendor partnerships and built a pipeline of customer insights to assist the business. Before HOOQ Digital, Chris was Head of Customer Service & Experience at Globe Telecom, Philippines. Chris has also held similar senior roles in Telstra, Optus and Virgin Mobile.

Chris holds a Bachelor of Applied Science, Land Economics from the University of Technology Sydney, Australia.

Catherine Chia

Human Resource

Catherine leads the overall human resource strategy, programmes and services, to accelerate the growth and performance of StarHub.

Prior to joining StarHub, Catherine was Vice President of People Operations & Development at LEGO. Catherine has extensive human resource experience in organisations spanning multiple industries and geographies, such as Dell, GE and United Overseas Bank. In her previous roles, Catherine has implemented organisational change and transformation initiatives as well as developed leadership capabilities through robust talent management programmes.

Catherine holds a Bachelor of Social Science (Honours) from the National University of Singapore.

Tim Goodchild

Government & Strategic Affairs

Tim is responsible for managing StarHub's relationship with the regulators, and for providing regulatory support to StarHub's lines of business. He has close to 30 years' experience in telco regulatory issues.

Prior to joining StarHub, Tim's career has given him exposure to regulatory regimes throughout the Asia-Pacific region. This has included time with Telecom New Zealand, the Telecommunications Authority of Singapore (now the Infocomm Media Development Authority of Singapore), Millicom International Cellular, and Equant Singapore.

Tim holds a Bachelor of Economics (Honours) from Victoria University of Wellington, New Zealand.

Adam Stewart

Digital

Adam is responsible for developing and driving StarHub's overarching digital vision in line with the company's strategy, integrating digital efforts into all aspects of the business. He also oversees the implementation of innovative solutions through digital channels, services and new business models to build a strong digital presence in the market to enable the business to grow and improve customer experience.

Adam brings with him a wealth of experience from various multinational companies across multiple industries, including banking, telecommunications, consumer health, e-commerce and technology. Before joining StarHub, Adam was Chief Digital Officer of The Commonwealth Bank of Australia and United Kingdom-based Reckitt Benckiser. He has also held senior executive positions with responsibilities in digital transformation and digital marketing with the Vodafone Group, Rakuten and the Royal Bank of Scotland.

Adam has a Bachelor of Business in Management and Marketing, from Monash University, Australia.