

WALLACE WONG

Healthcare Executive | Enterprise Growth, Transformation & Digital Strategy

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EXECUTIVE PROFILE

Healthcare executive with a track record of building, scaling and transforming healthcare businesses across Singapore, Indonesia and Vietnam. COO of a 255-bed international hospital, with experience spanning hospital operations, ambulatory care, digital health and institutional strategy. Combines strategic, commercial and operational leadership to translate ambition into measurable outcomes.

PROFESSIONAL EXPERIENCE

Chief Operating Officer — Bali International Hospital

255-bed Class A hospital under Indonesia's state healthcare group

- Drove current monthly revenue to IDR 33–37B for last quarter, equivalent to an annualised run-rate of ~SGD 32–36M.
- Developed and led execution of the first enterprise strategy (2026–2028), comprising 7 strategic pillars and 25+ initiatives across clinical, financial and digital priorities.
- Partnered with the CEO on growth through service-line expansion, payer mix optimisation and strategic partnerships.
- Led a 100-day transformation programme strengthening leadership capability, executive hiring and performance governance.

VP Operations — Bali International Hospital

- Founding leader for end-to-end hospital setup and opening within 12 months, spanning construction handover, staffing, digital systems, clinical readiness, and regulatory compliance.
- Contributed to IDR 150B in revenue within the hospital's first 8 months of operation; established governance, dashboarding, and execution architecture for enterprise-wide accountability.
- Integrated clinical partnerships with regional and international providers, including InnoQuest, Icon, and HKAM.

Head, Ambulatory Care — IHH Singapore

Largest private healthcare provider in Singapore

- P&L owner for the business unit, with full accountability for revenue growth and cost management, reporting directly to the Singapore CEO.
- Built and scaled a new ambulatory care business from inception to ~\$10M in annual revenue, including approval, design, and delivery of a \$15M outpatient facility.
- Completed the IHH's global leadership program (iGlobe).

AVP Operations & Head, Business Office — Gleneagles Hospital, Singapore

- Led 100+ staff across business office, facilities, and environmental services; delivered Lean Six Sigma initiatives improving capability and operational resilience.
- Winner, IHH Innovation Challenge 2021, for a patient discharge communications system that improved throughput.

Head, Service Excellence / Senior Product Manager — Customer Systems Group, IHH Singapore

- Led CX transformation and digital feedback platform rollout across hospitals and clinics in Singapore, Malaysia, India, China, and Turkey; Winner, IHH Innovation Challenge 2019.

Deputy General Manager — Surbana Jurong Consultants, Vietnam

- Oversaw administration, finance, and business development for a 40-person architecture and urban planning firm, driving 110% order book growth within 13 months.

Senior Lieutenant Colonel (Reserve) — Singapore Armed Forces

- Brigade 2nd-in-Command, 13 Singapore Infantry Brigade (8,000+ personnel); former Commanding Officer, 737 Guards Battalion (700+ personnel) — unit achieved top 10% combat readiness and won Best NS Combat Unit twice.

ENTREPRENEURSHIP

Founder / co-founder of five digital ventures since 2014, including HospiToolkit (healthcare productivity SaaS), WikiDoctors (cross-border specialist discovery), Baliquarters (boutique real estate development), and Postalcodes.sg (B2B geolocation data, 450+ sales).

EDUCATION

Georgia Institute of Technology — M.S. Computer Science, GPA 4.0 (2021–2023) | INSEAD — MBA (2013) | MIT — S.M. Electrical Engineering, GPA 4.9 (2004–2005) | University of Illinois — B.S. Electrical Engineering, Highest Honors (2001–2004)

CERTIFICATIONS & LANGUAGES

Lean Six Sigma Black Belt | PMP | Singapore Armed Forces Scholar (SMS) | Ministry of Health SkillsFuture Study Award (Healthcare) English, Mandarin (Fluent) | Japanese, Bahasa Indonesia (Basic) | AI copilots & workflow automation; Python, JavaScript, Node.js, SQL