

WONG Wallace

Healthcare Executive | Enterprise Growth, Transformation, Digital & Strategy Leader

Contact wallacewong82@gmail.com | [linkedin.com/in/wallacedwong](https://www.linkedin.com/in/wallacedwong)

EXECUTIVE PROFILE

Enterprise healthcare executive with a track record of building, scaling, and transforming healthcare businesses across Asia, spanning hospitals, ambulatory care platforms, digital health, and institutional strategy. Currently Chief Operating Officer of a 255-bed international hospital overseeing enterprise strategy delivery across commercial, clinical, operational, and digital domains.

Designed the organization's first evidence-based multi-year strategy spanning growth, clinical differentiation, financial sustainability, and capability expansion. Experience includes scaling new healthcare businesses, driving enterprise transformation and automation initiatives, and developing operating models across multi-market healthcare systems in Singapore, Indonesia, and Vietnam.

PROFESSIONAL LEADERSHIP EXPERIENCE

2024 – Present **Bali International Hospital (Indonesia Healthcare Corporation)**

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

2026 - Present **Chief Operating Officer, Bali International Hospital** **Bali, Indonesia**

- **Led development of the hospital's first evidence-based enterprise strategy (2026–2028)**, defining clinical positioning, financial independence, and organizational ambition.
- **Structured strategy into 7 strategic pillars and 25+ initiatives**, aligning commercial, clinical, operational, and digital priorities.
- Designed and initiated **100-day transformation roadmap** to accelerate leadership hiring, partnership strategy, capability build-out, and revenue conversion.
- Owns enterprise-wide performance across clinical, operational, commercial, and digital domains, including growth, service quality, efficiency, and financial outcomes.
- Partner to CEO and Board on strategic direction, execution governance, and scaling of the institution.

2024 – 2026 **VP Operations, Bali International Hospital** **Bali, Indonesia**

- Core founding **leader delivering end-to-end hospital setup and opening** within 12 months.
- **Designed and executed strategy-to-operations** enterprise-wide model spanning construction handover, staffing, digital systems, clinical readiness, and regulatory compliance.
- Defined institutional growth agenda across service expansion, partnerships, capability development, and performance management.
- Built and operationalized non-clinical departments (concierge, call center, business office).
- Established governance, dashboarding, and execution architecture to drive enterprise accountability and performance management.
- Contributed to delivery of **IDR150B revenue** within the hospital's first 8 months of operations.
- Integrated clinical partnerships with regional and international providers (InnoQuest, Icon, HKAM).
- Oversight across data analytics, partnerships, facilities, biomedical engineering, safety, risk, environmental health, and patient experience.

2017 – 2024 **IHH Singapore (Healthcare)**

Largest private healthcare provider in Singapore.

2022 – 2024 **Head, Ambulatory Care, IHH Singapore** **Singapore**

- Built and scaled new ambulatory care business platform from inception to **~\$10M annual revenue**, integrating operating model, infrastructure, commercial strategy, and service development.
- Led approval, design, and delivery of **\$15M outpatient facility**.
- Implemented workflow automation and digitization initiatives improving operational productivity and workforce efficiency.
- Selected for IHH global leadership program (**iGlobe**).

2019 – 2022 **AVP Operations and Head, Business Office, Gleneagles Hospital** **Singapore**

- Led **100+ staff** across business office, facilities, and environmental services.
- Delivered Lean Six Sigma initiatives improving staff capability, operational resilience, and digitization.
- **Winner, IHH Innovation Challenge 2021** – patient discharge communications system improving throughput.

2018 – 2020 **Head, Service Excellence, Customer Systems Group** **Singapore**

- Led CX transformation across hospitals and clinics.
- Designed enterprise-wide digital feedback management platform.

	- Launched programs to align service standards and metrics across Singapore, Malaysia, India, China, Turkey. Winner, IHH Innovation Challenge 2019 – teleconsultation booth concept.	
2017 – 2018	Senior Product Manager, Customer Systems Group - Product lead for Plexus e-Results platform serving 500+ clinics and 2,000+ specialists. - Delivered multiple workflow-digitization products across labs and clinics.	Singapore
2015 – 2016	Surbana Jurong Consultants Private Limited	
2015 - 2016	Deputy General Manager, Surbana International Consultants Vietnam - Oversaw administration, finance, and business development for 40-person architecture & urban planning firm. - Drove construction design project revenue growth across Ho Chi Minh and Hanoi markets. - Achieved 110% order book growth within 13 months.	Vietnam
2005 – Present	Singapore Armed Forces – Senior Lieutenant Colonel (NS) - Brigade 2nd-in-Command, 13 Singapore Infantry Brigade (8,000+ personnel). Instrumental in overseeing and coordinating the resourcing and prioritizing of various operational units to ensure unity in direction and achievement of shared outcomes. - Former Commanding Officer, 737 Guards Battalion (700+ personnel). - Unit achieved top-20% combat readiness; won Best NS Combat Unit twice. - Formation NSMan of the Year (Guards), 2023.	Singapore
ENTREPRENEURSHIP		
2014 - Present	Entrepreneurship Ventures Founder, HospiToolkit.com – Healthcare productivity Software-as-a-Service platform. Co-founder, WikiDoctors.com – Cross-border specialist healthcare discovery platform. Co-founder, BaliQuarters.com – Boutique real estate development (Indonesia). Founder, Postalcodes.sg – B2B geolocation data platform (450+ sales).	Singapore
EDUCATION		
2021 - 2023	Georgia Institute of Technology, Master of Science for Computer Science, GPA 4.0	USA
2013	INSEAD, MBA Class of December 2013	France / Singapore
2004 - 2005	Massachusetts Institute of Technology, S.M in Electrical Engineering, GPA 4.9	USA
2001 - 2004	University of Illinois, B.S. In Electrical Engineering, Highest Honors	USA
PROFESSIONAL QUALIFICATIONS, AWARDS AND CERTIFICATIONS		
2023	HarvardX – Healthcare Innovation	USA
2021	Ministry of Health SkillsFuture Study Award (Healthcare)	Singapore
2020	Lean Six Sigma Black Belt	Singapore
2017	Financial Risk Manager (FRM)	USA
2016	Chartered Alternative Investment Analyst (CAIA)	USA
2015	Project Management Professional	USA
2001	Singapore Armed Forces Merit Scholar	Singapore
LANGUAGES & TECH		
English, Mandarin (Fluent) Japanese, Bahasa Indonesia (Basic)		
Digital & AI: Applied use of AI copilots and workflow automation tools; Python, JavaScript, Node.js, SQL.		