

**Mr Derrick Heng**

Council member, Singapore Manufacturing Federation

Chief Commercial Officer, International Digital Services, Singtel

Derrick Heng was appointed Chief Commercial Officer, IDS in January 2026, following a four-year secondment with Telkomsel Indonesia. With over 25 years of professional experience, Derrick is a seasoned leader with deep expertise in strategy, digital transformation, marketing, and sales within the telecommunications and technology sectors.

Throughout his career with the Singtel Group, Derrick has held several pivotal strategic roles. His early tenure with Consumer Singapore was marked by significant milestones in market share growth and brand leadership. He later expanded his international footprint through regional assignments at Globe Telecom in the Philippines and Telkomsel.

In his most recent role as Board of Director, Marketing at Telkomsel, Derrick spearheaded several high-impact initiatives. He championed Fixed Mobile Convergence, accelerated Hyper 5G growth, and modernised customer service through Customer Care 2.0 with GenAI. Notably, he scaled the MyTelkomsel SuperApp into one of Indonesia's leading mobile applications, focusing on digital lifestyle and ecosystem integration.

Derrick's academic background includes a Master's degree from Macquarie Graduate School of Management and a Bachelor of Arts and Social Sciences from the National University of Singapore. His industry contributions have been widely recognised, earning him accolades such as The Fast Mode LiveX Awards 2026, CMO of the Year – Asia-Pacific, and inclusion in Campaign Asia-Pacific's 50 Over Fifty for leadership and innovation.