

LIM JIA WEI

PROFESSIONAL SUMMARY

Experienced in IT Support with 1 year of experience in IT Industries. Excellent reputation for resolving problems and improving customer satisfaction.

SKILLS

- Technical issues analysis
- Software diagnosis
- Data recovery
- Technical Support
- Hardware and software upgrades
- Hardware and Peripherals
- Application installations
- LAN/WAN

WORK HISTORY

NATIONAL SERVICE 10/2018 to 10/2020

Singapore Police Force, Singapore

- Engaged and handled Members of Public who made appointment for further discussion of their cases with Police Investigation Officers
- Handling call centre which Members of Public made calls to reach their police officer in-charge

IT SUPPORT ASSISTANT 10/2017 to 09/2018

BSH Home Appliances, Singapore

- Created help desk tickets, troubleshoot and resolved desktop issues.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
- Resolved system, hardware and telephone issues within short time, improving efficiency among all departments.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Installed, modified and repaired software and hardware to resolve technical issues.

- Performed tests of functionality, security and performance of different workstations and devices.
- Configured hardware, devices and software to set up work stations for employees.

HARDWARE SUPPORT INTERNSHIP 08/2014 to 09/2014

Simply Connect Pte Ltd, Singapore

- Troubleshoots hardware sent in by customers
- On-site support on hardware troubleshooting

EDUCATION

Republic Polytechnic, Singapore

Diploma, Information Technology, 04/2018

ITE College West, Singapore

Higher NITEC Diploma, Information Technology, 03/2015

**COMPUTERS &
SOFTWARE**

- Windows/Linux
- Microsoft Office
- Data Communications and Networking
- Web Application Development .NET/HTML/CSS

LANGUAGES

English, Chinese (Mandarin), Chinese (Cantonese): Native language