

Lim Jia Wei

IT Administrator

+65 9068 3541 – frotsky24@outlook.com – linkedin/in/chrislimjw

INTRODUCTION

Experienced in IT Support/Administrator with 2 years of experience in IT Industries. Excellent reputation for resolving problems and improving customer satisfaction.

EXPERIENCES

IT Administrator

LOGISTICS CONSTRUCTION PTE LTD, SINGAPORE

July 2021 — Present

- Provide 1st tier helpdesk support and software installations/configurations for over 50 employees to improve workflow efficiency.
- Assist users in identifying critical issues and restore operations within service hours.
- Create and maintain company website and databases to include completed projects and upload announcements.
- Communicating closely with management team regarding needs, concerns or issues in the office and sites.
- Assist in redirecting phone calls to the relevant departments.
- Manage IT inventories to ensure ample supplies of IT equipment.

IT Support Assistant

BSH HOME APPLIANCES, SINGAPORE

Oct 2017 — Sept 2018

- Create helpdesk tickets, troubleshoot, and provide first tier helpdesk support for over 100 employees.
- Set-up and configure workstations for newly joined employees.
- Load essential software and permissions for new employees to ensure smooth onboarding process.
- Assist users in identifying critical issues and restore operations within service hours.
- Maintained company's telecommunication environment terminal and port infrastructure configuration.
- Perform software installations and hardware modifications to improve workflow efficiency.
- Perform test on different servers and workstations to enhance security and performance.

Hardware Support Internship

BSH HOME APPLIANCES, SINGAPORE

Apr 2014 — Sept 2014

- Perform hardware troubleshooting sent in by customers.
- Provided on-site hardware support to ensure customer's satisfaction.

EDUCATION

Republic Polytechnic, Singapore

Diploma in Information Technology

Apr 2015 — Apr 2018

ITE College West, Singapore

Higher NITEC Diploma in Information Technology

Apr 2013 — Mar 2015

KEY SKILLS

Software Diagnosis, Data Recovery, Technical Support, IT Service Management, Hardware and Software Upgrades, Helpdesk Support, Application Installations, Python, Bash Script, Shell Script, HTML5 / JavaScript, SQL, Database Fundamentals

SYSTEMS & SOFTWARE

Microsoft Windows / Linux, Microsoft Windows Server 2020, Microsoft Office 365, Microsoft Visual Studio Code, GitHub