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Education

Singapore Institute of Technology   Sep 2019 to Aug 2022

- Bachelor of Science with Honors in Computer Science
- Degree Classification: 2nd Class Uppers

Nanyang Polytechnic   Apr 2014 to Mar 2017

- Diploma in Business Informatics
- Admitted to Director's List: 2016/2017

Work Experience

Accenture — Full time   Sep 2022 to Present

Ticket Resolution and Performance Tuning - Managed timely resolution of assigned tickets while maintaining proactive communication with users for clarification as necessary using ServiceNow. Reviewed and optimized database performance by identifying and addressing slow queries, including the creation of necessary indexes. [Pega, SQL, Javascript]

Enhancement Development - Implemented system enhancements for an existing system to process messages from a mobile application using Message Queue (MQ) and Secure File Transfer Protocol (SFTP). [Pega]

Word Macro Development - Contributed to the development of a word document plugin designed to aid law enforcement officers in the statement-taking process. [VBA]

Web Application Development - Participated in the development of a web application tailored for use by doctors. Briefly utilized Docker and Kubernetes for deployment and debugging tasks. Engaged in daily stand-up meetings, providing updates and tracking issues using Jira. [Vue JS/C#/SQL]

Accenture — Internship   Sep 2021 to April 2022

Training and Support - Assisted to create training materials, conduct training sessions for the client and supported business stabilization efforts.

Implemented enhancements for an existing application - Developed system enhancements to improve Quality of Life for users such as a feature highlights popup and a system announcement banner. [Pega]

NCS Group — Internship   Mar 2016 to May 2016

Collaborated on the creation of a mobile application - Contributed by developing multiple widgets for the display of data for users. [Plexus/Ionic]

National Service

3rd Transport Battalion — Sea Terminal Operator (LCP)   May 2017 to May 2019

Supported the Navy in the day-to-day operations through unloading and loading military equipment at Navy ships. Formed close camaraderie with the Navy staff and completed service with 0 incidents.

School Projects

Design Project   Sep 2021 to Dec 2021

Built an object detection model using YOLO v5 algorithm and Pytorch framework in Python with an accuracy of 97% to determine the cleanliness/dryness of syringes. The project required working with students from other faculties (Design and Engineering) to develop and integrate a fully operational prototype and was completed without any delays.

Data Analytics   Jun 2021 to Sep 2021

Designed and developed an algorithm in Python to recommend safe countries to travel to during the COVID period. The algorithm process consisted of data collection, preprocessing, mining, and visualization.

Mobile Application Development   Jan 2021 to May 2021

Supported the Ministry of Home Affairs (MHA) in developing a mobile checklist application using Kotlin and Firebase DB. Project lasted for 12 weeks which consisted of need finding, designing, prototyping, and developing and was completed without any delays.

Embedded Systems Project   Sep 2020 to Dec 2020

Helped in creating a Fall Detection system in Python using Fitbit to collect user input data which would then be sent to the Raspberry Pi for Machine Learning processing. Trained using Long Short-Term Memory (LSTM), the model had an accuracy of 80% of predicting correctly.

Team Project   Sep 2020 to Dec 2020

Coordinated a 16-man team in the creation of a warehouse management mobile application using Flutter and Postgres DB. The mobile application consisted of different submodules worked on by different teams which had to be integrated into a single application. Project was completed and handed over to clients on schedule.

Object Oriented Programming   Jan 2020 to May 2020

Assisted in the development of a web crawler using Java. The application consisted of a crawler, sentiment analysis tagger to see how negative/positive a post was and a dashboard to view the

post and sentiment analysis result.

Final Year Project (Polytechnic)   Jun 2016 to Aug 2016

Contributed to creating a Ruby on Rails website which helped to connect job seekers with
potential employers. Project was completed on schedule with 0 delays.

IT Skills

- Vue/React JS
- Kotlin
- Flutter
- VBA
- C#
- Python
- SQL
- Java