**Lim Qian Loong**

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**WORK EXPERIENCE**

**Sengkang Just Education Tuition Centre - Admin Clerk *Sep 12 – Oct 12***

* Assist teachers and tuition centre on updating excel sheets
* Providing short tuition sessions for students who missed their classes

**UIC Asian Computer Services Pte Ltd – Assistant Computer Engineer *Apr 14 – Oct 14***

* Led a team to perform software cloning, troubleshooting and changing of new PCs services for Singapore General Hospital
* Performed Operating System upgrade for Bank of China; data transfer, reconnect applications to intranet network
* Daily in-house maintenance, servicing and upgrading of client’s computers

**National Service (NS) – Admin Clerk cum IT Lab Support *Nov 14 – Nov 16***

* Handling driving course attendance and results via excel
* Maintaining the IT Lab and servers for practical courses held

**SAFRA National Service Association – Membership Services Officer cum NS50 *Nov 16 – Aug 18***

* Creation/Updating/Renewal of SAFRA members via Microsoft Dynamics AX
* Replying/Answering SAFRA members’ queries via Emails and Phone calls
* Performed User Acceptance Test (UAT) for SFTP
* Importing/Exporting of NSmen/NSF data via SFTP between AWS and Intranet servers set up by vendors for NS50 project
* Checking/Consolidating of NSmen/NSF addresses and data in excel, e.g. vlookup/pivot table
* Burning of NSmen/NSF data into DVD for printing vendor

**The Soup Spoon – Operations Admin Executive *Aug 18 – Jan 19***

* Consolidating of sales report via remoting in outlets Point Of Sales (POS) station
* Purchasing of stock wares from supplier
* Creating sales orders and invoices
* Creating new ingredients, food in Microsoft Dynamics NAV
* Providing catering services to customers

**NNR Global Logistics (S) Pte Ltd – IT Administrator *Mar 19 – Mar 20***

* Maintaining the servers for the company
* Administer and managing Group Policy Management and Active Directory
* Setting up SSID, Wifi Mesh, Vpn, Printers, Switches, PCs for company
* Helpdesk for company’s users; providing them any support related to IT
* Providing support for users’ PC software, hardware, in-house and 3rd parties applications issues
* Liase with vendor for hardware replacement
* Promote IT security awareness to staffs
* Support security guard on CCTV monitoring via CMS application
* Maintain and Updating of IT inventory

**Baker McKenzie Wong & Leow – Analyst, On-site IT Support *Mar 20 – Present***

* Provide first and second level in-house helpdesk support on end-user computing system
* Troubleshooting software, hardware, network, phone, printing and telecommunication issues that may arise for in-house and remote access staff
* Attend to end users daily IT enquiries and requests
* Handling IT tasks for any incoming and outgoing staff
* User provisioning such as setting up user accounts, permissions and passwords
* To manage firm's issued mobile phones (iPhone) and mobile lines
* Liaising with vendors and handling of IT procurement
* Assist meeting rooms AV set-up
* Assist and co-ordinate with video conferencing set-up
* Replacement of new desktop and laptop for end users
* Work on IT projects
* Promoting IT security awareness to staff

**EDUCATION**

**Singapore Polytechnic *Apr 11 – Apr 14***

* Diploma in Aeronautical Engineering
* Local Internship Training Program – Singapore JAMCO Pte Ltd (Aircraft Galleys)

**Singapore Institute Of Management (Royal Melbourne Institute of Technology) *Jul 17 – May 20***

* Bachelor of Applied Science (Aviation)
* Convocation in Aug 2020

**ACADEMIC PROJECTS**

**Electrical Vehicle Charging System – Synergize Mk. II**

* Developed a product that facilitates charging of an electrical vehicle; provided team with product electrical wiring connections
* Utilized CATIA on constructing wiring connections for the product
* Performed UAT
* Singapore Polytechnic Engineering Road Show 2014 – Bronze

**CO-CURRICULAR ACTIVITIES**

**Fencing *Jan 07 – Apr 14***

* School Team
* Clinched Trophies

**SKILLS & OTHER INFORMATION**

* AutoCAD
* CATIA
* Microsoft Dynamics AX
* Microsoft Dynamics NAV
* Microsoft Excel (e.g vlookup)
* C++

**Hobbies**

* PC Gaming Enthusiast
* Love To DIY/Assemble PCs
* Tech Enthusiast (Smart Gadgets)