**Tjeow Hin San Henry**

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**EDUCATION** :

* Certificate in Building Construction Supervisors Safety Course (NTUC 2015)
* Certificate in Electrical Testing & Inspection For Residential & Commercial Properties (2014)
* Shipyard Safety Instruction Course, 2011
* National ITE Certificate in Electrical Technology (Power & Machines), 2003
* GCE ‘N’ Levels – Deyi Secondary School, 2001
* PSLE – Townsville Primary School, 1997

**WORK EXPERIENCE:**

## **Associate Testing & Commissioning Engineer (Mobility Rail)**

**Singapore Technologies Engineering Electronics August 2020 – January 2021**

**Current Project: Thomson East Coast Line Project for Platform Screen Door (PSD)**

**Responsibilities:**

* Plan, manage, coordinate and supervise workers on Platform Screen Doors (PSD) System Installation, testing and commissioning at site.
* Prepare, discuss and manage daily, weekly and quarterly rolling programs with planning team and co-op team members on the carried out work procedures.
* Plan prepare and submit maintenance commission records of site observations, testing process and checklists. (Electrical)
* Assist with identification and re-addressing of commissioning or malfunction issues.
* Track and review installation, amended works and review progression.
* Compile and record commissioned report data for summarization.

## **Field Service Technician**

**Sarika Gourmet Coffee Co. (S) Pte Ltd. March 2019 – July 2020**

**Responsibilities:**

* Perform installation & testing of coffee machines.
* Perform periodic inspection and calibration of machines.
* Conducting training to customers.
* Assist in in-house reconditioning & delivery of coffee machines.
* Any other duties as assigned.

**Service Technician**

**Mun Hean Singapore Pte Ltd. July 2017 – February 2019**

**Responsibilities:**

To perform daily repair work of company products, (Electrical Earth Fault Relays, Earth Leakage Relays, Power Meters, Harmonics Filter, etc.)  
  
Other ad hoc duties assign by upper superior, including outdoor site jobs at customer premises

* Provide technical support to the sales & project teams.
* Perform general servicing, repair, testing and troubleshooting of industrial electrical products.
* Site works as and when necessary.

**Field Engineer**

**VRNET(Singtel) | Singapore**

**Apr 2016 - Jun 2017**

To install, maintain and troubleshoot WIFI and internet related equipments, at subscribers premises, "Optical Network Terminals, Routers or Modems.

**Service Technician REL System Singapore June 2015 – June 2017**

**Responsibilities:**

* Provide technical support to the sales & project teams.
* Perform general servicing, repair, testing and troubleshooting of queue management, e-appointment, feedback and room booking systems.
* Provide technical support for end users.
* Maintain proper documentation for record purposes.
* To carry out other general duties and responsibilities assigned by the management from time to time.

**Field Service Technician Ricoh Singapore**

**July 2014 – May 2015**

**Responsibilities:**

* To carry out installation, repair and preventive maintenance of customers multi- function devices. (eg. Multi Function Printer, Production Painting Printers and its related devices) including software application.
* To provide timely and active customer service.
* To record and submit all service data and reports as and when required.
* Problem analysis/diagnosis of users technical problems.

**Copier Technician CoE Marketing Group**

**February 2014 – June 2014**

**Responsibilities:**

* Setup and commissioning of copiers and software solutions at customer's premises.
* Provide technical support, attend to monthly servicing and maintenance of copiers and printers.
* Troubleshooting and replacement of spare parts and consumables.
* Attend to ad-hoc service and repair calls.
* Maintain proper documentation for record purposes.
* Guide customer on how to operate copier machines.
* Liaise with customer on servicing details and provide professional advice.

**Outdoor Technician Willowglen Services Pte Ltd. June 2012 –January 2014**

**Responsibilities:**

* To perform preventive and remedial maintenance of Lift Monitoring Devices (LMDs).
* Performing testing and commissioning as well as adjustments on finished projects
* Video retrieval and maintaining transmission and distribution network
* Other duties assigned by the Engineer and the Manager.

**Service Technician**

**Sato Asia Pacific Pte Ltd. December 2011 – May 2012**

**Responsibilities:**

* To perform preventive maintenance and troubleshooting of printers, scanners and hand-labelers.
* Assist in providing testing, and installing hardware for exhibitions.
* Attend service calls.
* Conduct site survey for RF application (Access Point)

**Sales Coordinator (TANGS Orchard) Panasonic Asia Pacific Pte Ltd.**

**October 2009 – June 2010**

**Responsibilities:**

* Seize opportunities for potential sales and help customers find products that meet their needs.
* Get customers excited on the electronic products by explaining product features, performing demonstrations, mentioning sales and promoting the value of the products.
* Document sales by creating and updating records of customer profiles.
* Stocking shelves, taking inventory, marking price tags, setting displays and processing payments.
* Inform customers of estimated delivery schedules, service contracts, warranties, or other information pertaining to purchased products.

**Sales Associate**

**Ram Pacific Pte Ltd.**

**(Rimowa Singapore Service Centre) August 2007 – April 2009**

**Responsibilities:**

* Greet customers and always maintain an outstanding customer experience level.
* Provide customers with information about the features and benefits of the company and its products.
* Maintain merchandise, the store, and all displays in top condition.
* Collect payments and check cash balance upon store closing.
* Unpack and refill merchandise levels.
* Carry out stock checks as requested by the manager.
* Report on customer complaints, defective merchandises or returned merchandise, and parallel marketers’ activities.

**Sales Associate Timberland Singapore**

**May 2006 – June 2007**

**Responsibilities:**

* Responsible for store daily operation.
* Provide personalized styling and consultation service for customers.
* Assist in achieving store KPIs.
* Execute merchandising display as per the installation guidelines.
* To ensure a clean and tidy store presentation.
* Ensure effective inventory management.
* Able to operate and perform all POS functions accurately.

## **SKILLS:**

• Provide service and customer support during field visits or dispatches.

• Manage all on site installation, repair, maintenance and test tasks.

• Diagnose errors or technical problems and determine proper solutions.

• Produce timely and detailed service reports.

• Follow all company's filed procedures and protocols.

• Cooperate with technical team and share information across the organization.

• Comprehend customer requirements and make appropriate recommendations.

• Build positive relationships with customers.

**Languages:**

* English and Mandarin (Written & Spoken)
* Hokkien (Spoken)

**ADDITIONAL DETAILS:**

**Age – 36**

**Class 3 License**

**Own vehicle- Motorbike**