Mok Qing Ling

+65 9752 9907| MokQingLing@gmail.com | Singaporean
https://www.linkedin.com/in/qing-ling-mok-227671211/

PROFILE

I am reliable, hardworking with strong attention to details and eager to learn about new technologies knowledge and skillset. Aim to apply the knowledge I have gained from my coursework, personal study, and hard work to satisfy my internship at your company and willing to learn more from this internship.

EDUCATION

NGEE ANN POLYTECHNIC   **Apr 2021 – Present**

Diploma in Information Technology
- Minor in Internet of Things (IoT)
- Is expected to graduate in 2024

INSTITUTE OF TECHNICAL EDUCATION, COLLEGE WEST   **Apr 2019 – Apr 2021**

Higher Nitec in Cyber & Network Security

WORKING EXPERIENCE

Eden Technology Service Centre   **Oct 2020 – Feb 2021**

Internship: IT Technical Support, Administrative Assistant
- Diagnose and troubleshoot basic technical issues
- Ask customer targeted questions to quickly understand the root problem
- Properly escalate unresolved issues to appropriate internal team (Hardware Technician)
- Maintained inventory accuracy by conducting daily cycle counts so that to ensure enough supply of stock continuously
- Response and assist customers inquiries from the online marketplace platform while attending to suppliers and walk-in customers
- Maintained social media and organize event to boost online sale market for the company

ACADEMIC PROJECT

NGEE ANN POLYTECHNIC, SINGAPORE

WEB Application Development (WEB)   **Apr 2022 – Aug 2022**

Project Title: ZZ Fashion CRM
- Establish a functional Customer Relationship Management (CRM) System (Web Application) with a shared database so that the staff may analyse the needs of the customers and provide better service
- Design and code the functions of a Web-based system using ASP.NET Core MVC technology
- Enable different users to login and access different services provided by the system

Databases (DB)   **Oct 2021 – Apr 2022**

Project Title: EnDine booking system for MokéCruise
- Demonstrate how crucial database architecture is in supporting corporate operations and processes.
- Create a conceptual data model using database design methodologies for a business domain application.
- Apply relational methodologies and concepts to the process of mapping the conceptual data model into a logical model.
- Create the physical database tables and populate them with the appropriate constraints extracted from the logical data model.
- Illustrate how business requirements are met through formulating SQL queries.

LEADERSHIP EXPERIENCE / CO-CURRICULUM ACTIVITIES / COMMUNITY SERVICES

NP, Girls in Tech (Special Interest Group)   **Aug 2022 – Present**
Exco Committee, Talent Lead
- Organised bonding activities and games for faculty students to expand the social network
- Work closely with other Main Committee and lecture in executing workshop, events, and company tour.

THE NAKSB, The Ngee Ann Kongsi S&B Alumni   **Jun 2022 – Present**
The NAKSB Alumni's Student Exco, ESG
- Shortform for Environmental, Social and Governance (ESG)
- Organised event regarding community service and environmental promotion
- Engaging partnership with organisation and work with young professional

NP, FoodAID Club (Community Service)   **Jun 2021 – Jan 2022**
Sub-Committee
- Work closely with other Subcommittee members and assisted the Main Committee in executing community service events
- Participated in community work and organise multiple community service and enrichment project respectively
- Collaborated with various renowned organisations, such as NTUC Health and New Life

The Food Bank, Singapore   **March 2021**
Volunteer
- Conducting visual inspection on the collected goods
- Distributing the fruits and vegetables at a beneficiary location

SKILLS & KNOWLEDGE

- Software Skills and Programming Skills: ASP.NET Core MVC, C++/C#, HTML/CSS/JS, Python, Microsoft office, PowerBI, UiPath Automation, MS SQL
- Certification: Secure Computer User v2, Security Specialist v9, RPA Developer Foundation, AWS Academy Cloud Foundations, IBM Enterprise Design Thinking Practitioner, HackerRank React(Basic), Professional Scrum Master I
- Language: Proficient in English and Chinese

REFEREES

Dr Pamela Loy
Senior Lecturer, School of InfoComm Technology,
Ngee Ann Polytechnic
535 Clementi Road, Singapore 599489
Email: Pamela_LOY-SIOW@np.edu.sg