

Lai Nicole

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EXPERIENCE

Internship at Nanyang Tech Pte Ltd — Admin

APRIL 2024 - SEPTEMBER 2024

- Supported staff members in their daily tasks, reducing workload burden and allowing for increased focus on higher-priority assignments.
- Opened and managed IT support tickets to track and resolve client issues promptly.
- Communicated with clients via Microsoft Teams to provide first-level technical support and gather issue details.
- Scheduled support sessions and ensured timely follow ups with end-users.
- Maintained and updated ticket status and client information in Excel spreadsheets for reporting and tracking.
- Collaborated with senior IT staff (my supervisor) to escalate and resolve more complex issues.

LUCKIN COFFEE — Barista

JUNE 2025 - JULY 2025

- Coordinated high-volume operations, balancing order intake, customized beverage preparation, and customer service with high accuracy and speed.
- Facilitated effective communication within the team to coordinate complex orders and manage workflow, ensuring optimized service delivery.
- Fostered a teamwork environment by consistently assisting others with their duties, including stocking, cleaning, and customer support, to facilitate seamless service provision.
- Maintained a clean and organized workspace, adhering strictly to health and safety regulations while simultaneously attending to customer needs.

SKILLS

IT Support & Troubleshooting

Client Communication

Data Logging & Reporting

Teamwork and collaboration

Quick learner

Problem-solving Multitasking

Attention to detail

EDUCATION

Institute of Technical Education, Higher Nitec in Cyber & Network Security

April 2023 - May 2025