

NG CHING YAN

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#### EDUCATION

2012 – 2015	Temasek Polytechnic, Singapore <i>Diploma in Computer Engineering</i>
2008 – 2011	Serangoon Secondary School, Singapore <i>GCE 'O' Level</i>
2001 – 2007	North Spring Primary School, Singapore PSLE

#### WORK EXPERIENCE

Apr 2022 –

Mar 2023 [EF Software Pte Ltd, IT Support Engineer]

- Working as a hybrid role of project coordinator/helpdesk/onsite and application support engineer.
- Job scope encompasses but not limited to:
  - Assisting in users' service requests and incident cases such as but not limited to: configuring, troubleshooting and setting up of devices via onsite/remote, conduct training and demonstration of solution proposed, troubleshoot application errors and bugs and escalate to relevant team accordingly with detailed analysis, following up of change requests and enhancement requests with various parties until fulfilment. Prioritise and manage several issues concurrently and be the central point for multiple parties to work together and resolve issues. Provide email updates to client on major issues on action taken/planned action/desired result/suspected cause. Monitor system stability and functionality for multiple sites. Conduct root cause analysis and brainstorm and implement ideas to resolve the issue. RDP into cloud servers and perform SQL queries to extract information for analysis and troubleshooting purposes.
  - **Project coordination:** Pre-sales and post-sales presentation and support. Coordinate with relevant parties on project implementation and conduct necessary site surveys and user requirements gathering for pre-implementation planning. Organise and host video meetings on project requests and requirements. Provide updates to client on project timeline and provide both pre-sales and post-sales support. Submission of relevant documents for work commencement, liaise with users on user acceptance testing updates and results and then link up with relevant teams to rectify until testing phase is passed. Liaise with users on post-deployment issues. Updating of project status via daily team meetings. Liaise with Development team for Change Requests/user requirements.

- **Data analytics:** Present years of data in visually pleasant charts via Python and compile in powerpoint slides for users with brief explanation.
- **Server:** MS Patching via big fix and wsus offline installer. Server windows patching for both cloud and on-premise servers. Symantec Endpoint Protection updates when required.
- **Administration:** Creation of user and engineer guides and other documentation. Application of permits and creating and submitting method of statements for pre-work clearance. Inventory and assets tracking.
- Logging, compiling and following up of cases.
- Brainstorming ideas to innovate and automate processes, as well as fine-tuning SOPs and identifying and resolving root causes of incidents.
- Mostly on duty for 24/7 support phone and takes ownership of all cases assigned and usually, handles more than 50 to 60 percent of the team's cases (calls/emails/other channels of support) a month.
- Provides user training for our system and also be the contact point for post-sales support.
- Liaising with various vendors via various modes of contact.
- Provide suggestion and prepare presentation for system improvement.
- Raise necessary change requests to relevant party for system upgrades.
- Any other tasks assigned

**Apr 2021 –**

**Apr 2022      [NCS, Onsite Engineer]**

- Outsourced to NCS and was posted to Ministry of Defence project as an Onsite Engineer. As such, was exposed to WOG environment.
- Job scope encompasses:
  - Assisting in users' (Priority 1 to 3) service requests and incident management cases such as but not limited to: configuration of network printer, troubleshooting of network issues, troubleshooting of desktop/printer hardware issues, software installation/configuration/troubleshooting, cloning and configuration of machines, basic AV troubleshooting, troubleshooting of MS365/MS Office/Adobe acrobat issues etc.
  - Troubleshooting of various types of VPN and provide prompt resolution
  - Exposure to working with Active Directory (enabling objects/checking on user accounts)
  - Re-imaging, configuration and preparation of laptops/desktops for deployment
  - Mapping of shared mailboxes and printers
  - Ensuring cases does not exceed SLA and provide prompt follow-up when required.
  - Liaise with hardware vendor for repair/replacement of parts.

- Liaise with various teams for resolution of cases when required.
- Adhering to stringent protocols during work.
- Documentation and asset management
- Any other tasks assigned by management.
- The work experience in a regimented environment in Ministry of Defence has enriched me significantly in ensuring I am cautious in my work and organised in my tasks.
- Due to the various protocols implemented, it was also a thought-provoking stint as workarounds/creative solutions often have to be inspired and presented to users in order to ensure their operations are not affected.
- Troubleshooting of software like SAP, MS365, Adobe etc. Troubleshooting and rectifying hardware issues like power discharge, resolving boot loop issues, resetting of bios in desktop. Configuring new laptops when they are re-imaged, escalate unresolved issues to higher level support and provide prompt follow-up.

**Apr 2020 –**

**Feb 2021 [Goldtech Resources Pte Ltd, Desktop Support Engineer/Service Desk Analyst]**

- An expansive job scope that comprises of but not limited to: providing desktop support for various clients, administrative support for agency, planning and setting up of communication channels as well as support channels (Anydesk, Teamviewer) for colleagues in agency 2 days before Circuit Breaker kickstarted, setting up and deploying laptop for new users, supporting the planning of backfill engineers deployment, assist recruiters by providing support for recruitment, designing powerpoint slides, drafting of ideas to aid in business development, liaising with various engineers over different sites to collate feedback and maintain relations, minor marketing and recruitment on company Facebook page and reviewing and compiling of Resumes received.
- **Desktop support for client (as a Service Desk Analyst concurrently while supporting all other stated tasks within same period):** Was in a Service desk analyst role and was tasked with attending to users via phone, email, remote as well as onsite support depending on the circumstances. Logging and attending to incidents, tickets and service requests and ensure resolution within SLA, monitoring of cases, escalate and liaise with other support teams and vendor where necessary, assist in manual patching for windows, mapping of shared drives and printer, troubleshooting of problems with hardware as well as software which includes in-house applications, VPN and both Office 2010 as well as Office 365. Also supported users in Trade floor. Desktop support for users who are not just based in Singapore but overseas as well. Also had to liaise with other support teams from other countries where necessary.
- **Hardware:** Changing/upgrading of RAM, swapping of graphic cards, troubleshoot monitor, VGA/HDMI cable issues.
- **IT support for agency:** Setting up and deploying laptops/machines for new employees, creation and removal of user accounts, configuring access rights and mapping relevant network drives, liaising with our own engineers from other sites to

resolve technical issues, remotely and physically troubleshoot and resolve technical issues (print, scan, MS Office, OS issues, MS Teams, any other IT queries), updating inventory list, documenting IT guides, assist users to setup mobile mail, MS Teams on mobile.

- **Administrative support for agency** – includes liaising with colleagues in brainstorming, testing and implementation of Excel formulas to improve efficacy and efficiency of worksheets, integrating letterhead printing and template and documentation.
- **Drafting of ideas to aid in business development:** Example includes marketing, promotional videos, increasing outreach and engagement as well as improving relations and service for clients as well as team members. Document workflows, potential hiring roles and job descriptions.
- **Research support:** Partake in solution scanning for RPA, workflow automation as well as HR automation. Liaised and setup both physical and video meeting with external companies and then compare quotes. Solution scanning activities includes creation of powerpoint slides/Word documentation that compares targeted solutions and presenting them via MS Teams/Zoom call.
- **Providing support for recruitment:** Interviewing candidates based both locally and overseas via calls or other communication applications like Whatsapp and Botim to review suitability and work experience before sending in to Recruiters for further assessment, reviewing and compiling of Resumes, liaising with Recruiters to source for candidates, posting of recruitment posters on company Facebook page, posting of job advertisements on job portals. Also draft job description and requirements at times.
- **Supporting the planning of backfill engineers deployment:** Assist the manager in contacting engineers to check on availability, liaising with engineers on reporting details and ensuring they report to site, for short project collate feedback from site team leader and/or engineer, addressing concerns of Backfill engineers prior to actual reporting day and assist the manager to source for extra support if need be.
- Troubleshooting and replacing faulty hardware (e.g. RAM, HDD), daily functionality checks for web and local-based applications, Troubleshooting and configuring software like Bloomberg as per provisioned guide and protocol, configuring of newly imaged devices and troubleshooting and basic tracking of network packets using Wireshark (super-vised by network engineer), escalate unresolved issues to higher level support and provide prompt follow-up.

**Mar 2019 –**

**Mar 2020 [Fujitsu, IT student support/Onsite Engineer]**

- Job scope tasked me with an expansive yet enriching spectrum of workload which include but not limited to: maintaining school computer labs, both hardware and software troubleshooting for students and lecturers alike, basic AV troubleshooting, attending to VIP cases sporadically, installation and uninstallation of various software, reformat using SCCM, PC cloning (server, device-device, device-image), Windows upgrade, configuration and troubleshooting of VPN, mobile/laptop wifi, basic network troubleshooting (simple troubleshooting functionality of face plate and switch, patching LAN cable from switch to patch panel), escalation of cases through email and phone, liaising with vendor and users via emails and phone calls.
- Maintaining computer labs – includes software installation, mass cloning for lab using Clonezilla lite, troubleshooting LAN points, assist in replacement of hardware such as

keyboard, mouse, monitor and troubleshooting faulty PCs which includes but not limited to: getting quotation from vendor for faulty parts, assist in fixing up new parts. Also facilitated preparation of room reservations in multimedia learning centre.

- **Software:** Installed and troubleshoot software like ProjectWise Explorer (Connection Client + DMC), O365, MS Teams, Adobe and Drivers among others. Basic support for mobile devices.
- **Hardware:** Dealt with both laptop and desktop. Basic support for mobile devices and AV system.
- **IT Student support:** Before I was promoted to an onsite engineer, my role as IT student support required me to work largely independently due to being sited away from my seniors. I handled walk-ins, emails, calls and liaise with vendor, application team and students myself for case follow-ups, escalation etc. During school holidays, I assisted the onsite engineers in cases and at times handled lab cases like software installation for the lab myself as well. I also came up with guides which initially was for my own reference but adapted to be feasible for my replacement as well as future student supports. When I was an onsite engineer, I did more partially pictorial guides regarding PC cloning as well.
- **L2 support:** Configuring software (e.g. Pycharm) as per lecturers' requirements, physically troubleshooting network issues at the server room, troubleshooting and replacing of hardware, escalate unresolved issues to higher level support and provide prompt follow-up.

## **Jul 2018 –**

### **Jan 2019      [Popular Compass One, Retail Assistant]**

- Job scope tasked me with a wide gamut of work like housekeeping, customer service, stock-checking, administrative duties and any other tasks delegated to me by the head of department or the manager.
- Have to be organised and observant in keeping track of stocks and ensuring products' prices are updated.
- Have to be responsible in fulfilling the needs of customers as certain items sold has to be researched on and explained in minute details.
- Have to think on my feet during peak hours when resolving problems customers have with their purchase and ensuring customers' satisfaction and convenience.
- My time in this job imparted in me valued virtues in independence, research and time-management skills.

## **Mar 2018 –**

### **Jul 2018      [Kulicke & Soffa, Associate Engineer]**

- Job scope encompasses calibration of wire-bonding machines, troubleshooting, installation of mechanical parts, packing of customer's items to be shipped, quality check for machines when received and before being sent, executing customer's application requests, collecting and recording of data and other miscellaneous tasks like labelling and printing.

- Time-management skills perpetually tested due to the myriad of time-sensitive tasks assigned.
- Have to be meticulous and observant when checking the machines especially before being handed over. Meticulous character also needed when doing data collection as various elements have to be observed.
- Problem-solving skills sporadically tested when troubleshooting is carried out.
- My time in this job imparted in me greater discipline due to the early timing of my shift as well as instilling a meticulous character in me as an observant eye always have to be kept on.

**Nov 2017 –**

**Feb 2018 [CPF Board, Admin Assistant]**

- Supported various projects that encompasses simple User Acceptance Testing during my stint in the aforementioned entity.
- Honed my organisational and time-management skills as multiple tasks come thick and fast at times.
- Refined my abilities to deliver work on time as tasks like User Acceptance Testing are time-sensitive.
- Job scope during my gig in CPF Board also includes archiving of documents in which I played a pivotal part of. Also includes other ad-hoc tasks assigned like photocopying, filing, organisational and labelling duties as well as scanning of documents and processing mails.
- My time in this job imbued in me organisational skills and more notably, a sense of responsibility to fulfil daily objective(s) as well as the importance of having good time-management to deliver results.

**Jan 2016 – [SAF, Clerk]**

**Nov 2017**

- Served one and a half year as a registry clerk, with job scope encompassing data entry, filing and documentation processes.
- Honed my skills in Microsoft Excel during my time as a clerk as I have to frequently use it to keep track of pertinent data and consolidate records.
- Picked up soft skills like working as a team as I have to work with others in different departments so as to ensure documents are being handled and processed smoothly and efficiently.
- Contributed to the betterment of my unit in another way by winning inter-unit cross-country competition in August 2016 and finished as runners-up in 2017.

**Apr 2014 – [Cold Storage Kovan, Retail Assistant]**

## **Mar 2015**

- Worked part-time after school hours during this span as a retail assistant.
- Job scope includes preparation of ham and meat for sale as well as shelving of goods. Also includes stock checking and ensuring goods on display are not expired and shelves are adequately stocked.
- My long stint in this job imparts in me the importance of observation and instilling a detail-minded modus operandi as I have to meticulously discern the different products which possesses only subtle differences in appearance and are actually shelved in different places.
- Working in Cold Storage in the barbeque department also allowed me to hone my oratory skills and be more interactive as I have to communicate with customers frequently. I somewhat doubled up as a salesman apart from being a chef and a retail assistant shelving goods. My versatility in different departments allowed me to gradually pick up many soft skills like those attributes aforementioned.

## **SKILLS**

- Proficient in software such as Microsoft Office (Word, Excel and PowerPoint)
  - Excel: Pivot table, vlookup
- Technical knowledge: Python (for data analytics), HTML, CSS
- Soft skills:
  - Adept in verbal and written communication to interact effectively at the workplace
  - Dependable and co-operative team player
  - Independent with a strong work ethic to ensure fulfilment of all tasks assigned
  - Organised and meticulous to ensure work delivered is of the highest quality
- Fluent in English and Mandarin

## **LEADERSHIP & ENRICHMENT**

### **Community Service and Enrichment**

**2012 – 2014** Volunteered with various volunteer groups like Project Awareness and Happy People Helping People among others.

- 2009 - 2010** Amassed several hours of community service in secondary school
- Raised funds for the Handicaps Welfare Association by collecting old newspapers and clothes.
  - Visiting and interacting with elderly at Old Folk's home.
  - Participated in fund raising exercise for the Children's Society.
- 2008 - 2010** Contributed to the betterment of my Secondary School
- Participated in class cleaning projects.
  - Involved in the making of my school's Publicity Video.

#### **Awards**

- **Best soldier of the month for September 2017**

#### **Training**

- **AWS Academy Cloud Architecting (Republic Polytechnic)**
- **Full Java Programming Training (Tertiary Courses)**
- **Data Science bootcamp (Vertical Institute)**
- **ITIL v4**
- **AWS Cloud Practitioner Essentials (NTUC Learning hub)**

#### **Certificates**

- **ITIL v4**
- **AWS Cloud Practitioner Essentials certification**
- **SA-C03 - AWS Solution Architect Associate**
- **MS900**
- **AZ900**
- **SC900**
- **Comptia Network+**
- **Comptia Security+**
- **Essentials of Linux System Administrator (LFS201) – certificate of attendance and certificate of performance by Ngee Ann Poly**
- **Certificate of Completion - AWS Academy Cloud Architecting**
- **Certificate of Completion – Data Science Bootcamp (Vertical Institute)**

#### **References**

Available upon request