***Profile***

**Goh Jia Sheng**

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***Technical***

Analytics: SAS Enterprise Guide, Tableu, QGIS

Data Management: MySQL

Programming: Python

Microsoft Office

***Interpersonal***

Fluent in English and Mandarin

Able to work in both independent & team settings

Attention to details

Effective Communication Skills

**SKILLS**

Running

Interacting with people

All things involving technology

**Hobbies & Interests**

***O-Levels, Compassvale Secondary School***

2009 - 2012

***A-Levels, Yishun Junior College***

2013 - 2014

***Bsc (Information Systems), Singapore Management University***

Major: Smart City Management & Technology

2nd Major: Psychology

2017 – 2020 (expected)

**Sophomore,**

**Singapore Management University**

***Work Experience***

***Community Service***

**EDUCATION**

jsgoh.2017@sis.smu.edu.sg

8200 9767

Singapore

**SMU, Uni-Y**

*Admin / Jan 2018 – Dec 2018*

*Director / Dec 2018 – Dec 2019 (expected)*

* Program Title: Y Food of Love
* Partnered with Association of Persons with Special Needs
* Led a group of 34 volunteers and 8 subcommittee members
* Liaise with team members, partners and beneficiaries to organize the program

*Sophomore with an interest in technology and people. Passionate about serving the community and finding ways to integrate technology into society.*

**Genesis Networks**

*Service Desk Engineer / Mar 2017 – Aug 2017*

*Service Desk Engineer / Apr 2018 – Aug 2018*

* Phone and email correspondence & technical support
* Managed client relations and problem resolution
* Stocktaking and sourcing for office supply inventories that includes PC and server hardware
* Coordinate deployment of engineers
* Logging and tracking of cases

**Singapore Armed Forced (SAF)**

*Military Police, SAF Detention Barracks/ Nov 2015 – Mar 2017*

* Security and safeguarding the compound
* Escorted detainees to public spaces (court, hospitals, etc)
* Organized courses catered for training personnel
* Worked with military guard dogs

**MyRepublic**

*Customer Service Officer / Nov 2014 – May 2015*

* Product Inquiry: Market plans offered and promotions
* Order Inquiry: Submit orders and checked order statuses
* Billing Advice: Checked customer balance and made arrangements for payment
* Technical Support: Basic troubleshooting for internet access
* Problem resolution through telecommunication and email

**Yishun Junior College, Club Media**

*Community Service Lead / January 2014 – December 2014*

* Organized and sourced for beneficiaries for the club’s community involvement program
* Worked with Eager Beavers Schoolhouse @ Yishun Central
* Managed budget for purchase of materials
* Facilitated the program with 40 club members, 2 teachers and 20 children at the center involved