

# JOVAN ONG



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## WORK EXPERIENCE

### MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT

SINGAPORE

Call Operator

March 2025 - Jan 2025

- Handled public enquiries primarily related to the Baby Bonus and Government-Paid Leave schemes via incoming calls.
- Developed strong working knowledge of relevant policies and guidelines to deliver accurate and timely information to the public.
- Cultivated a professional and approachable communication style to ensure positive interactions with diverse callers.

### TINKERACADEMY

SINGAPORE

Part Time Teacher Assistant

Feb 2025 - Aug 2025

- Assisted in conducting tech enrichment workshops for students, with a focus on design thinking and digital tools such as Figma.
- Supported lead instructors in classroom management, guiding students through hands-on projects and creative problem-solving tasks.
- Encouraged student engagement and fostered a positive, growth-oriented learning environment.

### BYTEDANCE

SINGAPORE

Project Developer, Freelance

May 2024 - Aug 2024

- One of Bytedance's initiative in assisting Singapore Arm Force (SAF) in the preparation and execution of 2024 National Day Parade was the integration of Bytedance's product, LARK into SAF's processes.
- Led the NSF team involved with the integration, guided by the project managers and assistants from LARK.
- Learnt the backend framework of LARK, and utilized them to develop projects (Heat Map tracker of each military vehicle's location, complimented with timely updates via message, a automated message for inventory stocktaking for each rehearsal)
- Facilitate communications between the stakeholders of the initiative ( Superiors from the military end and the project directors of Bytedance)
- Developed adaptability skills, encountered unexpected obstacles during rehearsals, testing team's calmness to assess situation, troubleshoot and even improvised.

## EDUCATION EXPERIENCE

### EDUCATION QUALIFICATIONS

- PSLE - Mee Toh Primary School  
**2011-2016**
- O Levels - Victoria School  
**2017-2020**
- A Level- Victoria Junior College  
**2021-2022**
- National University of Singapore -  
Computer Science & Statistics  
(Double Major)  
**Currently Matriculated**

### EDUCATION CERTIFICATION

- Singapore-Cambridge**  
**GCE O Level** - Raw L1R5 9
- Singapore-Cambridge**  
**GCE A Level**- Rp 88.875

### NOTABLE HONOURS AND AWARDS

- DSTA Hackathon Semi-Finalist for TIL-  
AI(2025)
- School Distinguished Service Award(2020)
- Edusave Award for Achievement, Good  
Leadership and Service(EAGLES) (2020)
- Singapore Schools Sports Council Colours  
Award(2022)

# MISCELLANEOUS

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**LEADERSHIP:** Served as a Third Sergeant in the 16th Command, Control, Communication, Computer and Intelligence(16C4I) Battalion. Gained Cisco Certified Network Associate (CCNA) entry-level skills.

**LANGUAGE:** Natively Bilingual in English and Mandarin Chinese