

Choy Jia Hui

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Experience

NetLink Trust

Jun 2020 - Current

Service Coordination

- Liaise with contractors to ensure smooth and timely provisioning of services.
- Identify and resolve service provisioning issues related to termination network.
- Manage customer escalations with back-end teams to facilitate prompt resolution.
- Deliver daily statistical reports to the Retail Service Provider (RSP) on aging orders and delays to enable informed decision-making and enhance service delivery.

Systems on Silicon Manufacturing Company Pte Ltd

Sept 2019 – Feb 2020

Process Integration Intern

- Supported the maintenance of process flow records for tracking purposes.
- Created and approved process flows based on request.
- Generated data charts to monitor technology products in use.

Education

Nanyang Polytechnic

Apr 2017 – Mar 2020

Diploma in Electronic Systems

- Specialised in Audio Visual System Design
- Director's List 2017/18 | 2018/19 (top 15%)

Institute of Technical Education

Apr 2016 – Feb 2017

Higher Nitec in Accounting

- Withdraw from course after being admitted to Polytechnic

Guang Yang Secondary School

Jan 2010 – 2015

- Passed GCE 'O' Level

Skill

Languages: Fluent in spoken and written, English and Chinese

Technical: Microsoft Office – Word | Excel | Powerpoint

Microsoft Visual Studio - HTML | CSS | JavaScript

Leadership: Participated in Peer Tutoring in Polytechnic