CONAN ZHANG

TECH ENABLER

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1. OVERVIEW

My name is Conan, and I'm an altruistic, innovative, self-motivated and dependable individual. I find joy and satisfaction in utilising my strong technical skills to give back to society and Case Zero Development is a platform that I use to empower technology advancement and inclusiveness in Singapore.

I have initiated and developed several technical projects for the public good and have been allowed to further explore and hone my skills in the fields I served in.

I have done well in both my technical studies and hands-on work. Please refer to the **"Projects"** and **"References & Testimonials"** for more information.

My experience might not seem fantastic compared to others around my age group, but these awards represent personal achievements and a reward for upskilling myself further in the areas I serve.

EDUCATION

APRIL 2018 – MARCH 2021
Temasek Polytechnic, Singapore
Diploma in Cyber Security and Digital Forensics

APRIL 2016 – MARCH 2018
Institute of Technical Education, Singapore
Higher Nitec in Cyber and Network Security

JANUARY 2011 – DECEMBER 2015
Macpherson Secondary School, Singapore
'N' and 'O' Levels

JANUARY 2006 – DECEMBER 2011
Bedok West Primary School, Singapore
Primary School Leaving Examination

AWARD & ACHIEVEMENT

2022
Resorts World Sentosa, Singapore
- **Certificate of Appreciation for the O365 Project**
  TEO PHENG WOO and MILTON QUEK
- **Certificate of Excellence for RWS User satisfaction.**
  TEO PHENG WOO and MILTON QUEK

2021
Temasek Polytechnic, Singapore
- **Co-Curriculum Activity Achievement**
  Distinction
- **Student Volunteer Recognition Programme (SVRP) Award by AISP, Singapore**
  Silver & Gold

2016
Institute of Technical Education, Singapore
- **Director's List for Semesters 1 & 2**
- **Gold Service Award**
- **Co-Curriculum Activity Achievement**
  Distinction

2. EXPERIENCE | WORK / INTERNSHIP

March 2022 – Present
Casual | Apprenticeship
IT Administrator, Infrastructure Support (L2/L3 Support) – Goldtech Resources Pte Ltd

- IMPLEMENTATION OF ORG-WIDE IT USER EXPERIENCE
- DNS / EXCHANGE / DOMAIN MANAGEMENT
- REMOTE SUPPORT
- OTHER AZURE/O365 GLOBAL ADMINISTRATOR DUTIES
- EXCHANGE ADMINISTRATOR

March 2022 – Present
Full Time
IT Infrastructure Support (L2/L3 Support), IT Workplace – Resorts World Sentosa – Goldtech Resources Pte Ltd

- SUPPORT SENIOR MANAGEMENT AND ON-SITE ENGINEERS WITH THEIR QUERIES
- RESOLVE INCIDENT/SR IN SALESFORCE
- AUTOMATION USING MS TEAMS
- FACILITATE IN RWS (INCL. CASINO)'S BACKEND INFRASTRUCTURE THROUGH ACCESSING DIFFERENT SYSTEMS
- FACILITATE IN OFFICE 365 MIGRATION PROJECT.

December 2021 – March 2022
Full Time
Casino IT (L1 Support), IT Workplace – Resorts World Sentosa – Goldtech Resources Pte Ltd

- FACILITATE THE OPERATION OF CASINO'S COMPUTING DEVICES
- RESOLVE THE INCIDENT/SR IN SALESFORCE
- TECH REFRESH
- REGULAR DATACENTRE SERVER BACKUP TO ENSURE ITS UPTIME

October 2020 – March 2021
Internship (Temasek Polytechnic)
Service Desktop Engineer (L1 Support), SSOE2 Project – Zhonghua Secondary School – NCS Pte Ltd

- SCCM PATCHING AND ADMINISTERING SERVICE REQUESTS.
- ASSIST THE TEACHERS IN THEIR INQUIRIES.
- MAINTAIN STUDENT PASSWORD RESET TOOL V2.0 (DEVELOPED BY ME).

- Represented ITE College East in GovWare 2017 (Refer to Personal Project)

SKILLS
- Leadership/Communication
  - Demonstrated during volunteer works/CCA and public speaking events
  Cisco Networking (Administer, Implement, Design)
  - Scored A and Distinction constantly in related subjects (Refer to "Test Scores" on my LinkedIn Page)

- Windows System Administration (Client and Server)
  - Scored A constantly in related subjects (Refer to "Test Scores" on my LinkedIn Page)
  - Utilised my skilled to setup a home network to administer all my devices through ADDS.

- Cloud Computing (Implement, Design, SSL Certificate)
  - Scored A constantly in related subjects (Refer to "Test Scores" on my LinkedIn Page)
  - Utilised my skills to set up a ESXI Server at home.

October 2017 – March 2018
Internship (Institute of Technical Education)
Network Engineer (L1/L2 Support) – Encrypt Labs Pte Ltd

- ENSURING THAT THE CLIENT'S NETWORK DEVICES ARE WELL MAINTAINED.

- DESIGNING AND IMPLEMENTING NETWORK TOPOLOGY AND ADDRESSING SCHEMES FOR OUR CLIENTS.

- FACILITATE AND TROUBLESHOOT CLIENT'S NETWORKING EQUIPMENT (CISCO/NON-CISCO)

3. EXPERIENCE | LEADERSHIP / VOLUNTEERISM

May 2023 – Present
Volunteerism | Government
**Anti-Drug Avacate (ADA) – Central Narcotics Bureau of Singapore –
Ministry of Home Affairs**

- STILL ATTENDING TRAINING

July 2022 – Present
Volunteerism | Personal
Chief Executive Officer (CEO) & Founder – Case Zero Development

- INITIATE INSPIRATIONAL AND INNOVATIVE PROJECTS TO ASPIRE
  ENTHUSIASTS.

- SEEK TO EMPOWER TECHNOLOGY AWARENESS AND AID YOUTHS IN
  SINGAPORE TO REALISE THEIR PASSION FOR TECHNOLOGY.

November 2021 – Present
Volunteerism | Personal
Chief Community Officer (CCO) – CodeLab Community – OurCodeLab

- CREATE NEW VOLUNTEER/ LEADERSHIP OPPORTUNITIES FOR YOUTHS IN
  SINGAPORE

- OVERSEE THE OPERATIONS IN THE COMMUNITY DIVISION

- FACILITATE COMMUNITY AND VOLUNTEER PROGRESSION

- DEFINE DEPARTMENTS AND TEAM SCOPE AND RESPONSIBILITY.

May 2021 – Present
Volunteerism | Government
**Social Service Officer – Social Service Office @ Jalan Besar and Toa Payoh
– Ministry of Social and Family (MSF) Development**

- WORK WITH MOH AND THE RELEVANT AGENCIES TO REACH OUT TO FAMILIES
  IN NEED.

- SUPPORT NATIONAL EFFORTS IN COMBATING COVID 19.

August 2020 – Present
Volunteerism | Government
Volunteer Leader – National Environmental Agency (NEA)

- RAISE AWARENESS ABOUT DENGUE AND PUBLIC CLEANINESS TO THE
  GENERAL PUBLIC.

- SUPPORT THE VOLUNTEER LEADER'S TECHNOLOGY INFRASTRUCTURE SUCH AS
  STORAGE.

May 2021 – December 2021
Volunteerism | Personal
**Deputy Chief of Staff (Administration), CTO's Office – Cyber Youth
Academy – Cyber Youth Singapore**

- VOLUNTEER MANAGEMENT IN THE TECHNOLOGY DIVISION (NOW KNOWN AS CYBER YOUTH ACADEMY)
- OVERSEE THE OPERATIONS IN THE TECHNOLOGY DIVISION (NOW KNOWN AS CYBER YOUTH ACADEMY)
- FACILITATE DIVISION AND VOLUNTEER PROGRESSION

February 2021 – May 2021
Volunteerism | Personal
Director – Cyber Youth Academy – Cyber Youth Singapore

- PROVIDING CYBERSECURITY/IT EDUCATION
- SOURCE FOR SPONSORSHIP OPPORTUNITIES TO FURTHER CYA GROWTH
- WORKED WELL INDEPENDENTLY AND ON A TEAM TO SOLVE PROBLEMS.
- ENSURED THE AVAILABILITY OF ADEQUATE RESOURCES TO ACHIEVE GOALS.

October 2019 – July 2020
Leadership | CCA
Vice President – Association of Information Security Professionals Student Interest Group – Temasek Polytechnic

- PROVIDE NETWORKING OPPORTUNITIES FOR STUDENTS
- OVERSEE THE SMOOTH RUNNING OF THE EVENTS

October 2019 – July 2020
Leadership | CCA
Vice President – Cybersecurity Club – Institute of Technical Education

- PROVIDE NETWORKING OPPORTUNITIES AND INITIATE TECH PROJECTS FOR STUDENTS TO EXPLORE THEIR INTEREST.
- MULTIMEDIA

4. PROJECTS

May 2023 – Current
Self-initiated Project | Personal
Facets of Conan ZHANG

Embark on an exciting journey into the vast world of me, where you can explore and contribute your creativity and imagination. Discover valuable insights and inspiration to enhance your pursuits.

August 2022 – Current
Self-initiated Project | Resorts World at Sentosa Pte Ltd
eLeave System 1.0 and 2.0

Content Updating….

Why Blockchain?
Blockchain stores data using sophisticated math and innovative software rules that are extremely difficult for attackers to manipulate. Blockchain transactions are also secured by cryptography where each holds its own signature together with the previous transaction signature.

Each user data has been stored with SQL Select statement to prevent SQL injection.

April 2021 – October 2021
Final Year Project | Temasek Polytechnic
Blockchain Based Chain of Custody (B - CoC)
In criminal law, the term "chain of custody" refers to the order in which evidence have been handled during an investigation.

It is important and crucial for evidence to be handled with the utmost integrity and an unbrokered chain of custody to be used as legal evidence to be processed in court.

Why Blockchain?
Blockchain stores data using sophisticated math and innovative software rules that are extremely difficult for attackers to manipulate. Blockchain transactions are also secured by cryptography where each holds its own signature together with the previous transaction signature.

Each user data has been stored with SQL Select statement to prevent SQL injection.

January 2021 – February 2021
Internship | Temasek Polytechnic
Student Password Reset Tool v2.0 – Zhonghua Secondary School
The Student Password Reset Tool was created to ease the process of resetting and unlocking current Zhonghua Secondary School Students' IAMS 2.0 accounts.

IAMS 2.0 is an Identity Management System created by the Ministry of Education, achieving the requirements for CIA and AAA. With IAMS 2.0, Single Sign-On (SSO) is achieved for both Wi-Fi and Windows Login Credential.

Student Password Reset Tool v2.0 is the successor to Student Password Reset Tool v1.0.
It eliminates the issue pertaining to the Password History Requirement, ensuring the confidentiality of the password and enabling a seamless experience for the students.

The main changes to Student Password Reset Tool v2.0 is
- User Interface of the Program
- Enhanced Password Format.
  - Formulated Password Format for the Students.
- Suppressing Error Messages.

December 2020 – January 2021
Internship | Temasek Polytechnic
Student Password Reset Tool v1.0 – Zhonghua Secondary School

The Student Password Reset Tool was created to ease the process of resetting and unlocking current Zhonghua Secondary School Students' IAMS 2.0 accounts.

IAMS 2.0 is an Identity Management System created by the Ministry of Education, achieving the requirements for CIA and AAA. With IAMS 2.0, Single Sign-On (SSO) is achieved for both Wi-Fi and Windows Login Credential.

Student Password Reset Tool v1.0 outlines the fundamentals of the Student Password Reset Tool. It was coded with PowerShell Script and has the functionality of resetting and unlocking current Zhonghua Secondary School students' IAMS2.0 password to either their own password via the AD and they can log into both Wi-Fi and Windows with immediate effect.

September 2019
Hackathon
Inclusive Spaces by Frasers Property – Frasers Property

Online Article: https://www.businesstimes.com.sg/life-culture/fraserspropertys-hackathon-a-win-win-for-all

Frasers Property Limited concluded its inaugural solution-agnostic hackathon, Inclusive Spaces on Saturday. Inclusive Spaces brought together Singapore-based tertiary students and persons with physical disabilities to co-create and co-design solutions to improve Frasers Property's shopping malls, making them more inclusive for those with disabilities. SP's Diploma in Hotel & Leisure Facilities Management students Jap Chong Kok Cher, Wong Soon Heng and Kerk Yang, emerged as the runner-up in the competition. The team proposed a simple yet cheeky and thought-provoking campaign sticker messages to educate the public on how to be more inclusive in fun and effortless ways.

September 2018 – June 2019
YCEP Trip | Temasek Polytechnic

Overseas Community Project – Batam, Indonesia – Temasek Polytechnic

Assisted them in building the School and taught them basic computer literacy and English.

Proposed the Implementation of a Wireless Network for them but due
to resources and location constraints, I didn't think it was feasible.

June 2017 – October 2017
Cybersecurity Awareness Project | ITE College East

Fishing or Phishing & WPA2 Enterprise - A Raspberry Pi Solution – GovWare 2017 – ITE College East

During our Third Semester, our Lecturer Mr Noel started the Cyber Security Club CCA and I were honoured to be appointed as the Vice President.

Our vision and goals were to raise System and Network security awareness to the other ITE students, and we took our first step outward by promoting our team's projects, "Fishing or Phishing" and "WPA2 – Enterprise, A Raspberry Pi Solution" into GovWare 2017, where we educated people on the possible dangers present in connecting to an unsecured network such as Government Public Wi-Fi and how the WPA2 Enterprise solution will help to minimise these attacks.

We let them in on the technical aspects of the WPA2E solution and how they can implement one at home just with raspberry pi.

5. REFERENCES

RESORTS WORLD SENTOSA
SUPERVISOR IN RWS PROJECT

Pheng Woo TEO – Assistant Director – IT Workplace –

phengwoo.teo@rwsentosa.com

Jennifer LIO – Senior Manager – IT Workplace –

jennifer.lio@rwsentosa.com

RESORTS WORLD SENTOSA
EX-SUPERVISOR IN RWS PROJECT

Chee Seng LOW – Acting Assistant Director – Business, Gaming Systems -

cheeseng.low@rwsentosa.com

GOLDTECH RESOURCES
HIRING MANAGER IN GOLDTECH RESOURCES

Bernie KOH – Hiring Manager – HR – bernie.koh@goldtechrs.com

OTHERS
EX-COLLEAGUE IN RWS PROJECT

Gilbert DACALLOS – Team Lead – gilbert_dacallos@yahoo.com