RESUME

Personal Particulars

Name   : Mr. GEE Mun Heng

Address   : BLK 176D Edgefield Plains #11-194
                   Singapore 824176
Gender   : Male
Age   : 50
Nationality : Singaporean
Marital Status : Married with 2 children
Tel (Home)   : +65-68753548
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Email   : mhgee@yahoo.com

Driving License: Class 3

Educational Qualification

Dec 2009   Redhat Certified Technician (RHCT)

July 2001   Diploma in Engineering (Electronics), major in LAN
                Temasek Polytechnic

Achievements

Successful in a project to upgrade Email system (Lotus Notes) in Thailand branch office of IDC Asia Pacific. Actively involved in a migration of Windows to the Novell network system for Taiwan branch office.

Employment History

1. **Company Name**   : **British American Tobacco Pte Ltd [Cigarette Manufacturing Company]**
   Position   : **Helpdesk Support Engineer**
   Period of work   : **July 2010 – Present**

RESPONSIBILITIES

Backup Support
Responsibilities:
- Monitor Backup, making sure that the backup is successfully backup.
- Restore files and folder when user need it

Server Support
Responsibilities:
- Monitor status of all Servers, Switches and Storage , any issue will need to call HP to repair of replacement.
- Setup Servers for vendor to configure their application.
- Responding to breakdowns.
- Administration and maintenance of Windows Servers and Systems
- Monitor system performance and network communication
- Day to day management of mission critical applications and IT services.
- Handle day-to-day activities on IT support and on Client-Server administration, maintenance and troubleshooting in a Windows environment

- Support other infrastructure such as Servers, Storage, Network, Virtualization and effectively liaise with vendors for any escalated issues
- Servers setup, migration and troubleshooting

Project Support
Responsibilities:
- Involve in project deployment planning and execution.
- Work with vendors to deliver IT services and systems.

Helpdesk Support
Responsibilities:
- Day to day system maintenance (bug fixes & system monitoring), data extraction and support users enquires
- Providing 1st & 2nd level support to end-users (PCs/ Laptops/ Servers/ Printers)
- Hardware/ software troubleshooting/ maintenance/ updates
- Installation & configuration of operating systems, drivers, software patches & other PC peripherals
- Setup and configure VMs
- Responding to breakdowns.
- Open case tickets for every cases and close tickets upon troubleshoot completion.
- Follow up on technical request and troubleshoot accordingly to fulfil all user expectations
- Escalate and expedite on issues, case to case basis, to higher management to identify the key solutions to problem solving.
- Troubleshoot and resolve PC operational issues.

2. **Company Name : IDC Asia Pacific Pte Ltd [an IT Market Research company]**
   Position : PC Support Specialist
   Period of work : Mar 2004 - Apr 2009 (5 years)

   RESPONSIBILITIES
   - Provided Helpdesk Support to Asia Pacific Users.
     In-charge of managing the office's backup system using Syncsort Backup Express.
     Handled software and hardware installation/troubleshoot for end users and servers
     Took on laptop, desktop management and system inventory tracking. Managed the Office Virus Scan Software (Mcafee).

   - Provided support on Email system (Lotus Notes 7.02).
     Handled account creations on Lotus Domino, Novell and Office internal Database.
     Handled Housekeep on Lotus Notes mails, users home drive and Monitor Server Disk Space.

   - Co-ordinated with Dell vendor to respond to system failure and any System purchases.

3. **Company Name : Motorola Singapore**
   Position : RF Technician
   Period of work : 13 Jan 2004 - 19 Mar 2004 (2 months)

   RESPONSIBILITIES
   - Handled repair and troubleshoot Mobile Phones.

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4. Company Name : Portwell Singapore Pte Ltd
Position : Technical Engineer
Period of work : May 2003 - Nov 2003 (6 months)

RESPONSIBILITIES
- Assembled and troubleshoot industrial computers for the Manufacturing and Automation sectors. Provided field technical support at customer sites.

5. Company Name : Servo Dynamics Pte Ltd
Position : Engineering Assistant
Period of work : Feb 1998 - May 2003 (about 5 years)

RESPONSIBILITIES
- Assembled and troubleshoot industrial computers for the Manufacturing and Automation sectors. Provided field technical support at customer sites.

6. Company Name : Indeco Engineers Pte Ltd
Position : Technician (Electrical)
Period of work : Jul 1995 - Feb 1998 (about 3 years)

RESPONSIBILITIES
- Supervised team members in installation of lightings, fire alarm and various electrical systems to ensure operational readiness including maintenance for Changi Airport;
- Ensured proper operation of the Fire Alarm System.

IT Skills
- Assembling Computer, Troubleshoot computer problem, Win95, Win98, WinMe, WinXP, Win2000, WinNT4.0, MS DOS 6.22, Java, C Language, MS Word, TCP/IP, MS Excel. Novell Network, Lotus Notes Client 7.02, Lotus Notes Domino 7 (e.g. create mails account);
- Installation and Configuration of Operating Systems e.g.: Win95, Win2000, Win XP;Win7,Win10, Win2008,Windows Server 2012.
- Upgrade of the network infrastructure;
- Setup and install the Raritan Remote KVM switch.