

## **Resume**

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Name: Andrew Lai  
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H/P No: 92388550  
Nationality: Singaporean

### **Qualification:**

- 1) Yangzheng Primary School
- 2) Rivervale Primary School - PSLE
- 3) Nan Chiau High School - N Level
- 4) ITE College East, Nitec in Information Communication Technology - 2008
- 5) Kaplan Higher Education Institute, Diploma in Commerce (Marketing Management) - 2014

### **Certification:**

- 1) Professional Certificate in Aerospace operation (M1000)
- 2) Airworthiness administration workshop (CAAS L12)

### **Work Experiences:**

Simba Telecom Pte Ltd/TPG Telecom – Oct 2021 to 09 Sep 2022

NCS Pte Ltd – Oct 2020 to Oct 2021

NEC Asia Pacific Pte Ltd – Aug 2019 to Oct 2020

Collin Aerospace – Dec 2012 to Aug 2019

Jaben – Jun 2012 to Dec 2012

Goodrich Aerospace system– Jun 2011 to Jun 2012

### **TPG Simba**

#### **Title: Network Engineer**

1. Establishes networking environment & deploying network solutions using Huawei. Performing system configuration; system installation; defining, documenting, and enforcing system standards.
2. Configure and install various network devices and services (e.g., routers, switches & Rectifier).
3. Perform network maintenance and system upgrades including service packs, patches, hot fixes, and security configurations.
4. Monitor system resource utilization, trending, and capacity planning with Apollo, InfraDB, iMaster NCE, NEOs, CheckMk & IPAM.
5. Maximizes network performance & availability, troubleshooting network problems, outages & scheduling upgrades.
6. Secures network system by establishing and enforcing security policies, defining, and monitoring access.
7. Working with other networking teams in the business (service provider operations and engineering, WiFi, voice, transmission) to bring the best of each discipline to the business.
8. Preparing and updating IMDA code of practice and policies.
9. Submit weekly/monthly report to Huawei and IMDA.
10. Reporting network operational status by gathering, prioritizing information; managing projects.
11. Liaise with vendors and suppliers
12. Be on 24/7 standby when receives call from NOC, resolve issue by provide guidance/remotely support or on-site for critical cases.

## **NCS Pte Ltd**

### **Title: Network Engineer L1**

1. Provide active maintenance and operations and changes as per schedules and requests.
2. Escalate issues accordingly should there be any that is beyond the SLA or self-capacity
3. Handle troubleshooting and operational uptime of Network appliances (routers, switches, WLC, APs)
4. Handle upgrades and hardware replacement (routers, switches, WLC, APs)
5. Mainly handle product brands - Cisco, Aruba & Alcatel devices.
6. Be on 24/7 standby (1 week per month) when receives call from helpdesk, resolve issue by provide guidance/remotely support or on-site for critical cases.
7. Provide assistance Onsite Technical support for clients
8. Coordinates with oversea vendor and provide guidance if requires.

## **NEC Asia Pacific Pte Ltd**

### **Title: IT Support**

Providing Support on local staffs of head count >3K and maintenance.

#### **Desktop and Laptop hardware support**

1. Hands on experience in troubleshooting end user's issue on Windows 7 & 10 - application access related issues, remote log in issues, re-imaging, replacing of local parts
2. Setup and prepare new workstation for users - Laptop configuration, installation of software, hardware replacement

#### **Common application support**

1. Experience in troubleshooting on O365 platform - Outlook, skype, MS office suite perspective end user's issues
2. McAfee Encryption & window defender Anti-virus, Adobe Acrobat, Compression software

#### **Network support which include wireless and VoIP phone support**

1. Basic Level 1 Network troubleshooting - Wi-Fi connection, Printer server & etc.
2. AP [Access points] Manage VoIP phone System

#### **Active Directory Administrator**

1. Management of user ID, email account and password – Resetting of user accounts, account creation & deletion.

#### **Server Management**

1. File Server/NAS & VM

#### **Software**

1. Skype on premises/cloud
2. AD Administrative
3. FS & NAS
4. Fortinet VPN access
5. PRTG Network Monitor
6. MS Exchange Admin Centre (Office 365)

#### **Asset Coordination**

1. Handling of asset tracking for company level using a software inventory management to have accountability of assets.
2. Requisition of assets from 3<sup>rd</sup> party vendors/supplier (Dell, Insight & Lenovo)

**ISO9001 & ISO27001**

1. Clear Desk & Clear Screen Policy
2. Physical & Environmental Security
3. User Registration & De-registration Procedures

**Administrative Duties**

1. Filing of documents
2. Housekeeping of hardware accessories

**Project Handled**

1. Data Centre Relocation
2. Window 7 to window 10 Migration

**GOODRICH AEROSPACE SYSTEM / COLLIN AEROSPACE****Title: Technician 2**

1. Carry Out Repair/Overhaul units in accordance with component maintenance manual (CMM)
2. Performed SB's and AD compliance with customer unit.
3. Working together as a team to meet customer's requirement such as TAT's and OTD's.
4. Receiving, disassembly, testing, inspection of components.
5. Induction, MPQ incoming units and handling of customer email.
6. Daily 5s activity & Total productive maintenance (TPM).

**Projects Handled****Value stream mapping (VSM) project - 2016**

Improvement in TAT/OTD, Workload Segmentation, improvement of workplace effectiveness and productivity for departments.

**Committee member of Quality Control Process Charting (QCPC) – 2015**

Solving issues brought up by technicians, Such as Spare shortage, Damages parts, store discrepancy.

**Ace Super Day - 2016**

Identify Opportunity for improvement, Solving problem & Sustaining Continuous Improvement.

**Achievement**

NS Excellence awards – 2017, 2018 & 2019  
5 Years long service award – Collins Aerospace

**Key Skills**

- Java, 2 years
- Sun Microsystem in Essentials of Sun Solaris, 2 years
- Computer skills: Proficient in Microsoft word, Excel and PowerPoint with windows; Proficient in SAP System.
- Laptop & network troubleshoot
- Hydrostatic Test Specialist, 5 years
- Languages Spoken: English, Mandarin
- Languages Written: English, Chinese

### **Interest/ Co-Curricular Activities**

#### **National Police Cadet Corps**

#### **Nan Chiau High School**

- Attained rank of Staff-Sergeant
- Administrative Head of logistic
- Assisting teacher-in-charge in planning, organising and monitoring weekly activities.

### **Hobbies**

**Badminton, Jogging, Gym, music.**

Reason for leaving: Change of working environment.

Notice period: 1 Month