

Name

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Professional Summary

- Experienced Data Center Support Engineer familiar with servers, user support and root cause analysis. Advanced server operation knowledge and a commitment to see issues through to the end. Works effectively in both remote and office environment.

Education

2013 - 2016

Nanyang Polytechnic – Diploma in Engineer Informatics

2008 - 2012

Pei Cai Secondary School – O Level

NS – SAF Commando

2016 - 2018

- Detachment Sergeant
- In charge of Commando Men regarding welfare & training
- Went for Airborne and Taiwan for ATEC - Won Best Combat Unit (BCU) for 1st Commando Battalion

Experience

July 2020 - Present

Technology Singapore Pte Ltd – Server Engineer

- Perform break-fix support such as troubleshooting of mainly Foxconn Server and replacement of hardware
- Perform root cause analysis and general troubleshooting
- OS configuration such as BIOS/BMC and FRU upgrade, patches or configuration
- Work in a team and ensure that SLA date are met
- Provide on site server installation and mounting

- Work with customer to re-solve the problem in servers
- Provide after-hours support on a call basis
- Perform intermediate level Linux OS troubleshooting

July 2018 – July 2020

ST Electronics (Info-comms Systems) – Associate Engineer

- To conduct preventive maintenance in accordance to the standard maintenance checklist
- Ensure all system documentation are up to date
- Conduct corrective maintenance timely in accordance to SLA
- Accommodate with customer needs
- Perform system checks, Backup and restore
- Program radio sets
- Provide 1st level of IT support to system and applications
- Monitor faults and escalate to level 2 engineers

Internship – 3 months

Opus IT Service Pte Ltd – Technician

- Documentations
- Create new labels/poster
- Printing
- Networking
- Cloning of OS
- Power on the PCs with deepfreeze

Personal Strengths

- Self-driven
- Attention to details and focused
- Strong leadership and management skills
- Able to adapt quickly
- Able to work under pressure
- Multi-tasking
- Excellent communication and interpersonal skills
- Dependable team player who will assist and work cohesively in a group

Personal Strengths

- Basketball
- Bowling
- Running