Kok Kai Li

- Mobile   : 91827365
- Email   : kaili-98@hotmail.com
- Address   : Block 530 Bedok North Street 3 #09-650 S460530

Career Objectives

To obtain a position of responsibilities that utilizes my skills and experience and is keen to work in an environment where I can enrich my knowledge.

Education and Training

Nanyang Polytechnic Diploma in Financial Informatics Graduated with GPA of 3.62	Apr 2016 – May 2019
Manjusri Secondary School 17 Credits in GCE O Levels	Jan 2012– Dec 2016

Project Experiences

Web Application Development and Project Using HTML and JavaScript to create a website to help students plan activities and study with their own group of friends without the hassle of planning the event.The objective was to help year 1 student of Nanyang Polytechnic to adapt to the new environment of the polytechnic lifestyle.This website is especially useful for students who want to prioritize friendships and good academic results.We understand the struggles of balancing social life and studies, especially in a new context.Promotes anti-technologies during the both the study sessions and outings as this will further improve the communication between one another. You can also download your pictures of the trip to create memories!	Apr 2016 – Aug 2016
Object-Oriented Programming & Project Using Java Eclipse and MySQL database. Develop an Insurance Application.They are more likely to use our system in order to assist them to better manage their insurance plans and help them to claim their insurance in a much convenient way. Functions include managing user insurance data, allow users to purchase insurance, allow users to claim and withdraw and also allow us to stay connected with our clients and better understand them through Feedback and enquiry.	Oct 2016– Jan 2017
Enterprise Application Development and Project	Apr 2017– Aug 2017

Using Visual Studio to create a website called iRebate.iRebate is a banking website that enables our customers to conduct a range of financial transactions through our website
iRebate handle saving account, fixed deposit and credit card
Objective is to Lighten the workload of the staff ,Allow customers to visualize their records easily using tables and charts and also Allow customers to access our features conveniently without having to visit the bank.We allow the customer to compare the credit cards and allow them to choose the card that is more suitable for them and also allow them to set their credit limit and alert them to prevent them from overspending.We enable customers to customise their credit card as well.We also enable customers to keep track of their spending.We allow customers to transfer funds and place a fixed deposit without having to visit.We have a Live chat to enable us to help and connect with our customers.

Business Analytics And Project Using SAS tools to help the department head to analyse the business operation, help the company to improve profit and help to enhance better ideas	Oct 2017– Jan 2018
Final Year Project(SCS Web Solution) Using Visual Studio 2017,Microsoft SQL Server 2016,Internet Information System,PHP 7.1.12 and mPDF 7.0.2 to help to enhance the Content Management System to make it more user-friendly,ensure that non-IT savvy administrators are able to understand the CMS without any troubles,having a straight to the point and easy to use Content Management System.	Mar 2018– May 2018
FinTech Innovation Project Using Ionic,Visual Studio Code and Firebase to develop a mobile application. Our mobile applications include services like purchase and claiming of insurance, booking chartered bus, create itinerary and last but not least an enquiry page.The purpose of our application is help travelers to purchase and claim easier and faster, reducing the process of searching for different insurance individually, ensuring that the travelers get trusted drivers, minimizing the time consumed to search for places to travel.Our application compares different travel insurance and allow our user to choose the best for themselves, and also by booking chartered bus with us,we eliminates the risk of travelers getting scammed.We also allow user to create an itinerary with us or view others' itinerary.They can rate others' itinerary as well. As for our enquiry page, we answer the doubts and complaints of our users and use their feedback to improve our application to their satisfaction.	Oct 2018- Feb 2019

Working Experience

Han Bao Bao Pte Ltd
2nd Assistant Manager

August 2012 – Current

- Ensure customer satisfaction
- Routinely sit in on job interviews
- Place supplies orders
- Train newly hired associates
- Handling different types of customer issues
- Logistics, cost management, and inventory planning
- Payroll

Subject Matter Expert
- Handling of customer's feedback
- Assist in generating monthly reports
- Preparation of training materials
- Training of new crew
- Handling customer complaints and enquiries.

Additional Proficiencies and Training

Languages
- English [written and spoken]
- Mandarin [written and spoken]

Computer and Software
- Microsoft Office [Word, Excel and PowerPoint,Project,Access]
- Eclipse Java(Intermediate), C#(Intermediate), HTML5(Intermediate), MSSQL(Intermediate), MySQL(Beginner), Visual Studio(Intermediate), CSS(Beginner), PHP(Beginner), JavaScript(Beginner), SAS(Beginner), Firebase(Beginner), Ionic (Beginner), UNIX/PowerShell(Beginner), PuTTY(Beginner), Typescript(Beginner)

Interests and Co-curricular Activities

Interests
Singing, Gaming, Reading

Awards and Achievements

Nanyang Polytechnic
Director's List

Distinction in Programming Essential
Distinction in Computing Mathematics

2016
(Year 1 Semester 1)

Character References

Available upon request.