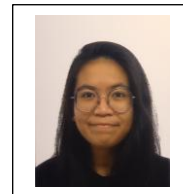Name: Ng Si En Jennifer

Email: jxnn19ng@gmail.com

Mobile: +65 82237746

Summary of Key Skills

Technical:
- Proficient in Microsoft Applications
- AutoCAD
- ISpring
- Canva
- Tableau
- Minitab
- STM32Cube
- Magento
- SOLIDWORKS
- C, C++

Core skills
- Teamwork
- Organised
- Communication
- Adaptable and flexible to changes
- Able to work independently

Language:
- English
- Mandarin
- Tagalog

Education

Singapore Institute of Technology   **Sep 2024 – Aug 2028**
BEng (Hons) Robotics Systems Engineering

Republic Polytechnic   **April 2020 – March 2023**
Diploma in Industrial and Operations Management
GPA:3.18

Greenridge Secondary School   **Jan 2016 – Dec 2019**
GCE "O" Levels

Work Experience

BedandBasics   **12th September 2022 – 27th January 2023**
Operations Intern

- Customer service call center, cold calls
- Process orders, checking inventory
- Service recovery to ensure customer satisfaction
- Coordinate with customers, suppliers and our logistics partners to ensure excellent customer experience
- Retail, showcase furniture in showrooms and interest customers with on-the-spot purchases
- Back end for live sell stream, OBS, Customers queries
- Administrative task, replying to emails, b2b, quotations, sales
- Live chat agent

- Creating product labels with QR code to allow customers to know more about the products

Fraser and Neave   **4th September – 8th December 2023**
Temp Admin Assistant

- Verified e-invoices against physical copies and performed accurate data entry into internal systems
- Filed and organized physical documents to support invoice tracking, claims, and audit readiness
- Performed ad-hoc administrative tasks such as photocopying, scanning, and printing invoices to support daily operations and documentation accuracy
- Identified and documented invoice discrepancies (e.g., incorrect items, quantity mismatches) using internal portals
- Processing claims for delivery staff or other employees
- Calculated monthly commissions for relevant personnel
- Entered free-of-charge (FOC) items into the system
- Tracking of physical invoice with stamps/signature after delivery

Volunteer and Leadership Experience

Yew Tee Coastal Clean Up @ Sungei Buloh Wetland Reserve   **April 2015**
Volunteer

- Registered along together with my neighbours
- Community clean up at Sungei Buloh Wetland Reserves
- Interacted with several community members

Lions Befrienders Flag Day   **Aug 2018**
Volunteer

- Spread awareness to the public about social isolation amongst seniors
- Help to raise funds

Bright Spots @ NWCDC
Volunteer

- Community clean up at Segar neighbourhood
- Interacted with several community members

Creative Arts Carnival   **2017– 2018**
Volunteer

- Interacted with teens/kids in library and taught them more about music
- Taught them about the different ways of how music can be made/performed

Student Councilor   **March 2016 – March 2017**
Probation member

- Assisted with school events such as orientations, parents' briefings, and other school events
- Contributed to creation of props used for sports carnival

Choir   **April 2018 – April 2019**
President

- Organized CCA events, such as farewell party, creative arts carnival, etc.
- Oversaw the events
- Managed the flow of the CCA sessions
- Worked hand in hand with teachers and the conductor

Combined Music CCA Leadership Camp   **Nov 2018**
Participant

- Honed my leadership abilities to be able to apply them to CCA
- Composed a music piece with people from different CCA backgrounds

Achievements & Awards (Optional)

- Edusave Merit Bursary   2023
- Edusave Certificate of Academic Achievement   2023
- Edusave Certificate of Academic Achievement   2022
- Edusave Merit Bursary   2021
- Edusave Certificate of Academic Achievement   2021
- Director's Roll of Honour 2020 during Polytechnic Y1S1   2020
- Edusave EAGLES award   2019
- Choir SYF Accomplishment   2019
- Choir SYF Distinction   2017
- Top student in Geography (NA)   2017
- Edusave Scholarship   2017
- Top student in Mathematics (NA)   2016
- 2nd in Junior Division West Zone Netball Tournament   2014
- International Competitions and Assessments for School (English)   2013

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