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SUMMARY

- 3+ years of practical experience in implementing, administrating, and troubleshooting networks & security systems
- Demonstrated effective stakeholder management skills and the ability to steer projects towards successful delivery
- Possesses adaptability and resiliency which allows for navigating a complex technological landscape effectively
- A digital transformation consultant and project manager who possesses industry expertise in Manufacturing, Facilities Management and Finance
- A customer oriented and empathetic listener who is able to translate customer and business needs into technical solutions
- An award-winning Design Technologist who utilizes his creative problem-solving and lateral thinking skills to develop innovative solutions
- A lifelong learner who constantly keeps updated with the latest technological and design trends

B. WORK EXPERIENCE

Consultant | Digital Modernization
Hitachi Vantara | Singapore | Apr 2019 –

- Service Delivery and Project Management – Managed on-shore and off-shore resources and successfully delivered 3 end-to-end cycles of mobile application development and implementation in GCP cloud
- System Administration – Managed SAP ECC6 OS Infrastructure for government agency which involved configuration, hardening, integration with banks and routine patching
- ETL Development – Performed development of ETL pipelines in Pentaho for business dashboard visualization for Singapore Statutory Board and mentored an Intern in ETL development

- Pioneering Spirited – Delivered department's first GCP hosted DialogFlow chatbot implementation in ASEAN region

Technical Consultant | IT Infrastructure
Hitachi Asia Ltd | Singapore | Sep 2017 – Mar 2019

- Pre-sales Infrastructure Consulting – Assisted in preparation of RFIs, RFQs and designing of system architectures for government tenders and participated in customer engagements
- System Administration – Managed department's virtual servers, storage and network equipment hosted in co-location data centre
- SAP B1 Implementation Consulting – Implemented SAP B1(MSSQL and HANA) for 8 customers with on-prem setup in Singapore and another on AWS in Singapore and Japan
- Innovation – Emerged among top 3 finalists globally within Hitachi in an intrapreneurship competition by leading a team of cross-departmental employees to ideate an innovative solution in the area of business process improvement

Technical Support Officer | Education
Temasek Polytechnic | Singapore | Oct 2013 – Apr 2014

- Teaching Assistant – Conducted supplementary classes for diploma students covering digital fundamentals and electronics
- Lab Assistant – Assisted lecturers with lab setups and developed a Raspberry Pi-based interactive student notice board

Technical Support Officer | Video Production
Temasek Polytechnic | Singapore | Apr 2011 – Aug 2011

- Video Production – Captured video footage of lectures and workplace hazards for onboarding to e-learning platform and creating safety awareness video
- Video editor – Performed post production of media using non-linear editing platforms such as Adobe Premiere Pro and Adobe Audition

C. EDUCATION

- Master of Engineering (by Research) in Information Systems Technology and Design
  - Research Area: Usable Privacy and Security
  - Member of SHUAILAB focusing on Human Computer Interaction
  - Singapore University of Technology and Design, Singapore (Sept 2018 –)
- Bachelor of Engineering in Information Systems Technology and Design
  - Specialization in Human Computer Interaction
  - Magna Cum Laude

- ○ Singapore University of Technology and Design, Singapore (May 2014 – Sept 2017)
  - ○ Exchange student at KTH Royal Institute of Technology, Sweden (Fall 2016)
- Diploma in Computer Engineering with Merit
  - ○ Course Silver Medalist
  - ○ Member of school team, WorldSkills Singapore - PC and Network Support Category
  - ○ Temasek Polytechnic, Singapore (May 2008 – Apr 2011)

D. CERTIFICATIONS

- Google Cloud
  - ○ [Professional Cloud Architect](#) (Aug 2019)
  - ○ [Professional Cloud Network Engineer](#) (Aug 2020)
  - ○ [Associate Cloud Engineer](#) (Dec 2019)
- Microsoft Azure
  - ○ [Microsoft Certified: Azure Fundamentals](#) (Aug 2020)
- Cisco
  - ○ [Cisco Certified Network Associate - Security](#) (Sep 2011 – Sep 2014)
  - ○ [Cisco Certified Network Associate - Routing and Switching](#) (Aug 2010 – Aug 2013)
- Adobe
  - ○ [Adobe Certified Expert - AEM Sites Business Practitioner](#) (Jul 2020)
- Project Management
  - ○ [Certified Scrum Master](#) (May 2020)
  - ○ [Certified Scrum Product Owner](#) (Dec 2019)

E. SKILLS AND COMPETENCIES

- Experienced in system administration (Windows Server 2003, 2008, 2012, 2016, Linux Debian, SUSE, Ubuntu, Kali and Raspbian and VMware vSphere)
- Experienced in network administration using Cisco switches and routers
- Experienced in system hardening and compliance to pentest requirements
- Proficient in translating business needs into technical solutions powered by Adobe Experience Manager
- Experienced in development of ETL pipelines using Pentaho
- Performed multiple implementations of SAP Business One ERP solution for SMEs
- Experienced in scripting and coding in Python, Java, JavaScript, C++ and Flutter
- Proficient in electronic and IoT prototyping using microcontrollers such as Raspberry Pi, Arduino, Particle Photon and ESP8266
- Experienced in several IDEs: Android Studio, Eclipse, VSCode, Unity, Arduino, Processing
- Experienced in version control using Git
- Experienced in developing an online multiplayer game using Unity and Photon Engine API
- Experienced in conducting Design Thinking workshops for professionals and students

● Experienced in conducting qualitative user-research(UX), competitor analysis, ethnographic studies and cross-cultural product design

F. PUBLICATIONS

● [Towards Inclusive Design for Privacy and Security: Perspectives from an Aging Society](#) (2020)
● [Towards one-pixel-displays for sound information visualization](#) (2016)

G. AWARDS AND ACHIEVEMENTS

Scholarships
● National Cybersecurity Postgraduate Scholarship awarded by IMDA and NRF (Sept 2018)
● Singapore Industry Scholarship (SgIS) awarded by MOE and EDB (Aug 2013)

Awards
● James Dyson Award, National Level - [Project PERI](#) (2017)
● People's Association Community Long Service Award - 10 years of service (2017)
● Electrolux Innovation Award - KTH Open and User Innovation course (2016)
● Wilmar Global Exchange Award - Student exchange to Sweden(2016)
● Best Signal Operator, Signal Operator Course, Signals Institute - National Service (2012)
● SINDA Excellence Award - Awarded to top Indian students in Singapore (2011)
● Temasek Polytechnic Course Silver Medalist (2011)
● Temasek Polytechnic Director's List - Top 10% of Cohort (2010 and 2009)

H. LEADERSHIP EXPERIENCE

● Organizer, [Deafaloper Workshops](#) - maker workshops for the Deaf (2018)
● Member, Alumni Advisory Board, ISTD Pillar, SUTD (2018 –)
● President, Rotaract @ SUTD, SUTD (2015 – 2016)
● President, Information Systems Technology and Design Student Board, SUTD (2015 – 2016)
● Vice Chairman, Tampines West Youth Exec Committee, People's Association (2015 – 2019)
● Vice President, Computer Engineering Club, Temasek Polytechnic (2009 – 2010)

I. PUBLIC SPEAKING / PRESENTATION EXPERIENCE
● Speaker, Career Guidance Seminar, Dunman Secondary School (2020)
● Speaker, 5-minute Lightning Talk, "On the Road to Digital Inclusion: Designing Inclusive Security and Privacy Alerts", SOUPS 2019, Co-located with USENIX 2019
● Panelist/Speaker, ISTD Pillar Talk, SUTD Open House (2017,2018 and 2019)
● Speaker, Computer Engineering Alumni sharing session, Temasek Polytechnic (2018)

J. VOLUNTEERING EXPERIENCE

- Committee Member, People's Association (2007 –)
- Design Workshop Facilitator, SUTD-CGH COVID-19 Seminar and Ideation Challenge (2020)
- Mentor, Inclusive Spaces @ Frasers Property Designathon (2019)
- Committee Member, Rotaract@SUTD (2015 – 2017)
- Venue Operations Assistant, Tampines Bike Park, Singapore Youth Olympic Games (2010)
- English Trainer, Laos Overseas Community Project, Temasek Polytechnic (2010)

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