

## EDUCATION

**Nanyang Technological University, Singapore**  
**Bachelor of Engineering (Computer Engineering)**

Aug 2021 – May 2025

GPA: 4.13 / 5.00

Relevant Coursework: Digital Logic, Computer Organisation & Architecture, Object Oriented Programming, Software Engineering, Sensor, Interface & Digital Control, Algorithm Design & Analysis, Computer Network, Microprocessor

## ACADEMIC PROJECT

**Nanyang Technological University, Singapore**

Aug 2022 – Dec 2022

**Object Orientated Programming project – Centralised booking system for cineplexes**

- Deployed object-oriented design principles to create a centralized booking system is user-friendly, scalable, and secure in a team of 5.
- Used Java to develop booking system. Implement features such as user authentication, seat selection, payment processing, and ticket generation.
- Running extensive testing to assure booking system is functional, error-free, and meets user requirements through 10 test cases.

**Nanyang Technological University, Singapore**

Jan 2022 – Apr 2022

**Data Science and Artificial Intelligence project – prediction of income**

- Extracted and processed 5 features such as age, education level, occupation, gender, and performance evaluation.
- Carried out exploratory data analysis to gain insights into relationships between 5 different features and income.
- Built and trained 4 machine learning models such as linear regression and tree classifications, to predict income.
- Evaluated performance of all 4 models, leverage on metrics such as accuracy and precision.

## INTERNSHIP EXPERIENCE

**China Merchants Bank**  
**IT Intern, Intern**

May 2022 – Jul 2022

- Designed and developed Robotic Process Automation (RPA) solutions for daily processes, resulting in a reduction in manual work and an increase in efficiency.
- Upheld readiness of 60+ systems and network by coordinating regular monitoring, diagnosing, and resolve issues, and implementing security measures to protect against cyber threats.
- Provided IT support to office of 60+ employees, including rectifying hardware and software issues, setting up new devices, and gave training to staff on new technology and software applications.

## WORK EXPERIENCE

**GovTech**

Mar 2021 – Jul 2022

**TraceTogether Token Ambassador**

- Issued 100+ tokens a day to residents and explain how to operate. Deliver clear and concise answers to enquiries from residents and help fix any issues encountered.
- Utilised communication skills to interact with residents and presented a positive customer service experience.
- Managed token stock and maintain an always ready and sufficient supply of at least 400 each day.
- Facilitated flow of residents through token issuance process, guaranteed wait times were minimized and residents received prompt and efficient service.

**Republic Polytechnic**

Jan 2019 – Mar 2019

**Call Centre Representative**

- Streamlined response to these inquiries by collaborating closely with a team of 10 members to compile precise and consistent answers to address common customer inquiries.
- Engaged in attentive listening to understand each customer's inquiry and deliver prompt, accurate, and concise information in a courteous and professional manner.
- Improved customer satisfaction and a more efficient and effective call centre operation.

## CO-CURRICULAR ACTIVITIES

**Librarian**

- Maintained 50+ music scores properly catalogued and streamlined so it would be easier for future generations to find and use.
- Managed budget for orchestra, consisting of tracking expenses and making sure budgetary constraints are not exceeded.
- Played a key role in helping to plan and organise events such as concerts and cultural festivals.

**Sunshine Welfare Action Mission**

Feb 2017 – Feb 2017

**Community Service Volunteer**

- Cleaned up 3 rental flats equipped with cleaning supplies such as brooms and mops.
- Transported and distributed food supplies to 20 designated rental flats' residents.
- Interacted with residents by listening and playing chess.

**Chinese Orchestra (Musical Instruments)**

Jun 2015 – May 2016

**Section Leader**

- Tutored and guided section of 20, as well as aiding whenever needed.
- Confirmed members were proficient in playing their instruments and understood their parts in larger musical arrangement.
- Verified section was well-prepared for rehearsals and performances, and any questions or concerns from members were addressed promptly.
- Played a key role in helping to plan and organize events such as concerts and cultural festivals.

**SKILLS**

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Languages: Proficient in English and Chinese, conversant in Singapore Sign Language, Japanese

Digital Skills: Python, Java, C, C++, Embedded Programming, Excel Visual Basic, Microsoft Office

**HOBBIES & INTERESTS**

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Travelling, Exploring new food places, Building custom PCs and keyboards, Playing musical instrument (Er Hu)