

**Job Required Information:**

Last Drawn Salary : \$3600 + AWS + VB + Meal Allowance \$8 per day  
Expected Salary : \$4200  
Availability : 2 weeks  
Remarks : Currently doing part time and ad hoc jobs

**Education Background**

Year : Jun 2021 - Ongoing  
Institution : Singapore University of Social Sciences  
Qualification Attained : BSc Information Technology and Business (ERP)

Year : 2020  
Institution : Temasek Polytechnic  
Qualification Attained : Diploma in Infocomm and Digital Media (ICT Systems, Services & Support)

- 2020 - ITIL® 4 Foundation
- 2015 - NICF Advanced Certificate in IT Services (Infrastructure Support)

**Employment**

Name of Company : Aramco Asia Singapore & Aramco Trading Singapore  
Period : Jan 2020 – Aug 2021  
Position : IT Administrator  
Reasons for leaving : Looking for more challenging role, the notice period was two months so resigned and then started to look for jobs

Responsibilities :

- Provides technical assistance and support incoming queries and issues related to computer systems, software, and hardware to both domestic and APAC office users.
- Responds to queries either in person, over the phone or over e-mail. Run diagnostic programs to resolve problems.
- Researches and creates technical procedures training manuals and train computer users. Setups, administers and utilizes helpdesk tools, user self-service centre and ticketing systems.
- Resolves technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), VoIP and other systems.

- Installs, modifies, reconfigures, updates and repairs computer hardware and software including OS and antivirus software.
- Installs and troubleshoots computer peripherals for users (such as printers, scanners, etc.)
- Configures and troubleshoot user mobile phone with configuration (such as active sync, Wi-Fi access, etc.) and configure back-end systems.

**Name of Company** : Professional Investment Advisory Services

**Period** : Jun 2019 – Jan 2020

**Position** : IT Support Engineer

**Reasons for leaving** : End of contract

**Responsibilities** :

- Creation and deletion of user account in Active Directory and Office 365.
- Prepares staff access card for new hire for door and printer access.
- Creation of DocuShare account for new financial advisor.
- Deploys Avaya IP Phone and manages the changes.
- Re-imaging of PC and Laptops for new hire and setting up their workstations.
- Writes and updates processes and procedures for IT Team.
- Ensure back up tapes are successfully performed and handed to vendor.
- Performs asset management.
- Installs, configures, supports, and troubleshoots issues related to OS, desktop applications, hardware, and peripheral equipment.

**Name of Company** : Singapore Refining Company

**Period** : Feb 2018 – May 2019

**Position** : IT Helpdesk / Desktop Engineer

**Reasons for leaving** : The location is at Jurong Island, it was too far to travel

**Responsibilities** :

- Provides 1st and 2nd level Helpdesk and desktop support to 1000+ SRC users and shareholders (Chevron & Petrochina).
- Installs, configures, supports and troubleshoots issues related to OS, desktop applications, hardware and peripheral equipment.
- Deploys PC, Laptop, Projector and Cisco IP Phone and manage the changes.
- Assists in Asset/Inventory Management.
- Writes and updates processes and procedures for Helpdesk Team.
- Involved in infrastructure migration from Chevron GIL System to SRC COE.
- Conducts training to end-users when new system is rolled out.
- Led a team of interns in OS and Asset migration.
- Maintains and supports office working machines such projector lamp hours, printers, video conference systems and Cisco telephone systems.
- Led a team of interns in OS and Asset migration

**Name of Company** : Thatz International  
**Period** : Dec 2016 - Jan 2018  
**Position** : Service Desk / Desktop Engineer  
**Responsibilities** :

Service Desk / Desktop Engineer (Deployed to Aviva Ltd)

- Provides helpdesk support, remote support and troubleshooting for End-users.
- Installs, supports and troubleshoots Windows OS, authorized desktop applications, hardware and peripheral equipment.
- Maintains office working machines including printers, copiers, fax machines, scanners, video conference systems, and telephone systems.
- Upgrades end-users' applications and hardware devices

Desktop Engineer (Deployed to IBM-Singhealth)

- Responds promptly to incidents, investigate and provide temporary and/or permanent resolution of incidents escalated.
- Provides helpdesk support, remote support and troubleshooting for End-users.
- Installs, upgrades, supports and troubleshoots Windows OS, authorized desktop applications, hardware, and peripheral equipment.

**Name of Company** : OneLink HR Consultancy Pte. Ltd.  
**Period** : Feb 2015 - May 2016  
**Position** : Desktop Engineer (Deployed to NCS supporting CAG users)  
**Responsibilities** :

- Provides IT support to CAG users via phone, emails and face-to-face.
- Configures and issues new laptop/desktop for new hire, intern or existing staff.
- Performs software/hardware installation upon request by Corporate IT or user.

**Name of Company** : Jobline Resources Pte Ltd  
**Period** : Sep 2014 - Jan 2015  
**Position** : Service Desk Engineer (Deployed to NEC supporting KKH users)  
**Responsibilities** :

- Provides IT Helpdesk support to KK Hospital (KKH) users via phone and emails.
- Ensures all interaction logged in Remedy for tracking and QA purposes.
- Ensures any call answering is in order to meet the SLA requirement of the client.

**Name of Company** : Zyfas Medical Co.  
**Period** : Apr 2012- Aug 2014  
**Position** : Admin & Operations Executive  
**Responsibilities** :

- Communicates with relevant people or department and coordinates all inputs to ensure efficiency and cost-effective in work processes.
- Manages daily delivery schedule as required or to communicate any changes to delivery date with customer accordingly to meet customer's expectation.

**Name of Company** : Community Organizations  
**Period** : Aug 2008 – Jul 2012  
**Position** : Youth Development Executive  
**Responsibilities** :

- Plans, manages and ensures publicity of youth programs are delivered in accordance to standard required.
- Widens and establishes network with other charity or welfare organizations, government, and youth development agencies.

#### **Computer Literacy**

Proficient in Microsoft Office, Windows 7/10, Active Directory, Trendmicro, McAfee ePO, Pulse Secure, Splunk, SCCM, Manage Engine Svc Desk, Manage Engine Desktop Ctl, IBM Remedy, Zendesk, MDM – MobileIron, ICE, Bloomberg Terminal, Eikon Reuters

#### **Language**

Fluent in English, Malay