

# Raymond Wong

IT ENGINEER

## Profile

IT and Project Engineer with 5 years' experience in warehouse automation and manufacturing production shop floor. Skills range including project management, project realization and after-sales troubleshooting.

Strongly focused with the ability to complete tasks accurately in a fast-paced environment with conflicting deadlines.

## Employment History

### IT Engineer, Schaefer Systems International Pte. Ltd., Singapore

JULY 2019 – PRESENT

- Acted as an IT Project Manager to develop and manage IT systems related requirements to ASRS & VLM project realization.
- Interact and engage with customers to understand their needs, translate the change request requirement into feasible solution.
- Cooperated with mechanical engineers to design solutions for issues involving product development and maintenance.
- Wrote technical papers, white-papers, user manuals, instructions, and documents for customer IT support.
- Liaise with Level-3 support or internal software developer on unresolved technical problem.
- Responded to customer emails to provide service & troubleshooting within standard response time set by the company.
- Communicated with vendors to determine and purchase the needed equipment and tools required to complete projects successfully.

### Senior Officer (ASRS & MES), V.S. Industry Berhad, Senai, Johor

SEPTEMBER 2016 – JUNE 2019

- Act as Project Engineer work with stakeholders at all levels, with direct responsibility for budgeting, personnel and project planning.
- Responsible for designing and implementing MES & ASRS for manufacturing production shop floor and warehouse.
- Design engineering change orders to boost project development and submitted those orders for management's review.
- Work closely with systems supplier to design & implement solution to meet business requirements.
- Provided troubleshooting of MES & ASRS to determine errors and weaknesses in function and resolved all issues.
- Design and implement complex interfaces to support and enhance various third party systems adopted by company.
- Responsible for the regular creation, updates, and supervision of policies, information standards and guidelines for the company's operation.
- Provided end-users with training in best practices to eliminate possibility of errors and keep data secure.

### IT Executive, R&F Development Sdn. Bhd., Johor Bahru, Johor

APRIL 2016 – AUGUST 2016

- Manage daily operations of IT requests.
- Act as a main point of contact for phone calls and emails from end-users regarding IT issues and queries.

## Details

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#08-44

Singapore, 640513

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DATE OF BIRTH

1992/08/02

## Links

[LinkedIn](#)

## Skills

Automated Storage & Retrieval  
Systems (ASRS)

Vertical Lift Machines (VLM)

Manufacturing Execution  
Systems (MES)

SQL

System Integration

VMware

Microsoft Server

C# Programming

Microsoft Office

## Languages

English

Chinese

Bahasa Malaysia

- 1st line support - troubleshooting of IT related problems from technologies such as Windows, MS office, desktop/laptop, MS outlook, Skype, mobile services.
- Implement simple break-fix as necessary and escalate to L2/L3 teams.
- IT Inventory Management – both hardware, software and any other IT consumables.

### **Officer (ERP), V.S. Industry Berhad, Senai, Johor**

JULY 2015 – MARCH 2016

- To support plant-wide ERP application system
- To test and implement new/modified application features/systems.
- To train and provide first level application system support to end user
- To coordinate and work with software vendor for new customization or requirement
- To support in-house intranet application systems.

## **Education**

### **Computer Science & Information Engineering, Southern Taiwan University of Science & Technology, Tainan, Taiwan**

SEPTEMBER 2011 – JUNE 2015

- Completed coursework in Embedded System and Network Application Technology.
- Related Projects: Final Year Project - Classroom Check-in System with GPS Tracking. (iOS & Android)
- Full-Scholarships (4-Years tuition fees waived)

#### **Award:**

- National College information application & innovative project competition, Taiwan - Runner Up. (2014)

#### **Certifications:**

- Google Apps Education Sites Individual Qualification. (2013)
- TOEFL ITP Test. (2013)

#### **Training:**

- Information Technology Software Academy.
- The Study camp of Google Apps Education Sites.
- The Study camp of CompTIA Security+.

### **Foon Yew High-school - Kulai, Johor, Malaysia**

2005 – 2010

- Major in Electrical & Electronics
- Related thesis: Research & application of artificial intelligence
- Vice President in Micro Computer Society, in-charge of Visual Basic programming language.

#### **Awards:**

- Champion - Six Degree of Freedom Bipedinno Robot Assembly Competition, 2009
- 3rd runner up - Johor Independent Chinese Secondary School General Knowledge in Computer Competition, 2009
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## Courses

**VLM Remote Support Theory, Schaefer Systems International**

FEBRUARY 2020

**WMS Application & Processes, Schaefer Systems International**

NOVEMBER 2019

**AGV Implementation, Schaefer Systems International**

JULY 2019

**WMS Application Java Developer, Schaefer Systems International**

NOVEMBER 2021