<u>Position Applied: Field Support Engineer</u>

PERSONAL PARTICULARS

Name	:
Nationality	:
Gender	:
Year of birth	:
Address	:

SUMMARY

Highly motivated and result oriented Technical Support Engineer with 7 years of work experience to achieve the company's goal. An effective communicator with excellent interpersonal skills and rich experience in customer service and IT Asset Management & IT Service Management. Good product knowledge, Patience, Strong analytical, Excellent overall customer service problem solving & organizational skills, experience working with Global Clients and Vendors. I am a self-driven professional, a hardworking, persistent, and level-headed person who is not afraid to try new things to improve skills and knowledge willing to take up responsibilities and can work independently, lead or work within a team environment.

PROFESSIONAL EXPERIENCE

Aug 2020 – Present
PCCW
Senior Technical Helpdesk Specialist
- Provide 1st level IT support for Singapore Government Agencies under AFM &ATFM.
- Respond to user queries, issues within the response and resolution SLAs for L1, L1.5 support.
- Provide calls, e-mails support and first point of contact for troubleshooting all IT related problems/ operational IT related mission including hardware/software, passwords, and printer problem.
- Follow up and manage pending cases.
- Provide support Hardware Issue, Standard Software Issue, Network Issue, Server Administration, Custom Applications &Specialized Hardware.
- Working experience in IT Asset Management (ITAM).
- Escalate issues to L2 and L3 support within the SLA.
- Supporting 40 Singapore Government Agencies and other Government projects in PCCW.
- Attend Operation and Maintenance meetings, coordinate with partners/sub-contractor for Application Support issues.
- Knowledge of IT Infrastructure Life Cycle Management.
- Good knowledge and support of ITSM (Information Technology Service Management)
- Support Standard Software (Windows 10, Windows 20H2/21H2, MS-office, MS Excel, Outlook, Adobe PDF Reader).
- Support Vendor Support Agencies-Specific Software (ACE, HRIS, SCMS other specialized Software).
- Support Central Services GoMAX, SGMAIL, SGVPN, SGEPP, NUCLEUS.
- Handle software and hardware asset management, consumables management, Software license management, Financial and Contractual data management, Stockrooms management Reports etc.
- Provide VIP /VVIP support for P1 &P2 Users.
- Provide 24x7 Service Desk support as defined by first response Tier 2 support.
- Performed LTA SRPOC work sent weekly/ daily reports of open tickets to application LTA 3rd party vendors.

- Standby to perform 24 X 7 shift work in support of operational IT related mission/after duty hours on call/emergency requirements
- Support GSIB Desktops, Laptops, Legacy PC, ISS Machine, SG VPN token, PS2 Card, iPhone/iPad, Printers/Scanners.

Tools and Techniques
- Familiar with PCCW standard applications
- ITSM (Information Technology Service Management)
- SGMAIL
- ServiceNow
- SharePoint
- Shared Drive
- One Drive
- Avamar
- Skype
- MS Teams
- SGVPN
- TeamShare
- EPIC, GDM, CCS, TSTS, WORKDAY, ORS, EFPS, EMS, EFMS, CRMS, VOICE, PMS, PHDS, TAAM
- Active user and Directory
- Unlock Account
- Password Reset

Reason for leaving: Career Growth

Oct 2018 – July 2020
IBM Singapore Pte Ltd
Technical Support Engineer at Sing Health
- Sing Health Technical Support for level 1 and level 2 Personnel for SGH, SKGH, KKH, all Sing Health Polyclinics and National Specialty Eye Centre such as NHC, SNEC, NCCS & Camden Medical Centre.
- Liaise with doctors, nurses and other Sing health employees who are reporting issues or have enquiries that need to be answered on hardware or software issues.
- Responding to the incoming request (Phone calls / Electronic mails / voice mail from the Customer / Vendor / Engineer). Assign the ticket to the appropriate team / engineer.
- Dealing with hardware, software and application support queries and issues reported to the service desk and escalated to the Engineers. Responsible for tracking hardware and software inventory.
- Familiarize end users on basic software, hardware and peripheral device operation.
- Take ownership and responsibility of queries, issues and problems assigned.
- Works with vendor support contacts to resolve technical issues within the desktop environment
- Recording all requests and responding as per the SLA. Resolve and update incidents within SLA.
- Providing consultancy service to callers, guide them whether the request/problem is under IBM support scope. Checking for entitlement of service level.
- Gathering the appropriate information for the type of request. Attempting to fulfil the request within the defined service level.
- Provide VIP /VVIP support.
- Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible and any other authorized desktop applications & Microsoft or related security patches/Policies.

- Weekly email update to requester of the status of an existing request. Informing the requester of the status of an existing request, upon request.
- Familiar with Sing Health Standard applications i.e., AVMS, WFO, 1Q1BILL, Tiger Text App, AIMS, APIMS.
- Assisting end users with application password resets for various applications.
- Provide VVIP support for SCM records only if the access is required on after next working day (i.e., the user that can't still wait till for the access).
- Sing health P&P for the access activation process, when a request is made by doctor to grant SCM VIPs/VVIP as an emergency process when patient is received.
- Update KB with solution provided.
- Close the ticket with complete information and acknowledge the Customer/Vendor/Engineer.
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment.
- Experienced in 12 hours shift job roles manually do ticket creation, handled level 2 escalation and emails follow up the tickets till solve the problem / incident / Service Requests.
- Performs general preventive maintenance tasks on computers, laptops, printers and any other authorised peripheral equipment.
- Provide support and troubleshoot Windows 7, Windows 8.1, Windows 10 and Microsoft Office.
- Excellent product knowledge, Fast response time, Patience, Exceptional overall customer service.
- Good communication Skills and ability to work in a team.

Tools and Techniques
- Familiar with Sing Health standard applications
- Hmail -Sing Health Email application
- ITSM (Information Technology Service Management)
- MOHH Web Email
- SSC-Sunrise Surgical Cases
- SCM-Sunrise Clinical Manager
- OTM-Operating Theater Management
- OAS-Outpatient Administrative Services
- BMS-Bed Management System
- Active user and Directory
- Unlock Account
- Password Reset
- Compilation user details
- Follow up the escalation procedure.
- Proficient in using IBM Utility tools such as Remote Access Management (TRC) /Tivoli and Incident Ticketing System (Maximo /ICD)
- Worked on Citrix Storefront, Citrix Director, Citrix VPN, EUP, Infopedia, ZChat, Web Express Messaging, Outlook SMS Messaging, Ariba, People Connection.

May 2017 – March 2018
Carpal Sg Pte Ltd - Singapore
Operations Coordinator
Manage the delivery operation between merchants and logistics vendors and riders to ensure that it is done in a timely manner to all the customers.
- Handle operational tasks on daily basis including order processing, creating new orders.
- Manage customers and drivers' feedback on orders.
- Immediate reply to customers on Zchat and WhatsApp during support hours.
- Resolve any issues occurred by coordinating with the logistics vendors and riders.
- Provide excellent customer services, build customer relationships, and manage their expectation.

- Generate ideas on how to streamline the operation process to improve its efficiency and productivity.
- Monitor and review daily orders and manage inquiries from both drivers and customers.
- Handle high fulfilment rate, ensure minimum cancellation, resolve queries, and follow up on those queries.
- Ability to multitask and deliver in a dynamic environment.
- Monitor orders and manage customer relationship for various dispatch orders.
- Evaluate driver feedback, customer feedback and provide response on time via email, Facebook and WhatsApp.
- Manual use of the Carpal Fleet dashboard. Perform other ad-hoc duties as assigned by the management
- Used Carpal Fleet Delivery Management Software Solution for business purpose.
- Provide customers with instant gratification and deliver within hours after purchase.
- Keep eye on items to be picked up and delivered on the same day.
- Maintain driver registration, verify driver accounts and contract management.
- Schedule On-boarding session to assist drivers in understanding the process of delivery.
- Make outbound calls to drivers who expressed interest in joining Carpal.
- Handle walk-in driver's requests. Update their details in our system.
- Take calls from drivers interested in joining the platform and guide them through the process
- Work with the Operations team on improving driver performance

Tools and Techniques
- Knowledge of operational background.
- Handled customer's enquiries and follow up on quotation.
- Good communication Skills and ability to work in a team.
- Proficient in Microsoft Office Packages (Word, Excel, PowerPoint) Outlook.
- Maintained Carpal Fleet dashboard.
- Worked on Carpal Fleet Delivery Management Software solution for business
- Prompt response to queries via phone call voicemail / email, Zchat.

May 2016 – Aug 2016
AWP AGA Assistance India Pvt Ltd – India (Gurgaon)
Assistance Coordinator (Appliance Protection)
- Experienced in managing various incidents and service requests to meet the customer SLA.
- Provided effective customer service in line with the company policies maintaining the different brand value of the group and adopting pro-active approach towards assisting the customer in case of any emergency or faults.
- Conducted case studies of different customers to enhance the productivity and optimal utilization of the resources available.
- Recording all requests and responding as per the SLA. Gathering the appropriate information for the type of request.
- Attempting to fulfill the request within the defined service level.
- Transferring and dispatching requests to the appropriate Level 2 Support.
- Documented all the correspondence with the customer whether inbound or outbound, written documents etc. into an integrated system for enhanced reporting extraction for client and operations team.
- Worked on Unity software to maintain and update data of customer's feedback from transaction and business point of view.
- Maintained and followed Escalation Matrix while dealing with internal and external parties to resolve customer's problem by level 2 & level 3.
- Coordinated with local onsite person to assist in operational tasks and maintain record.
- Weekly email update to requester of the status of an outstanding request.

- Informing the requester of the status of an existing request, upon request.
- Contacting the requester for further information, as required.
- Closing requests with requester agreement on the stated resolution.

Jul 2015 – May 2016
ACME Cleantech Solution Private Limited – India (Gurgaon)
NOC Engineer
ACME Cleantech Solutions Limited provides energy management solutions for wireless telecommunications and alternate energy sectors. It's a telecom company also known as ACME Tele Power Ltd.
The company also provides field jobs, remote monitoring, operations and management, and global energy management services. It serves sectors that include defense, telecom, water and wastewater management, renewable energy generation, etc.
- Provided Admin helpdesk support services for one brand I,e of Carrier Air Conditioning unit.
- Making outbound calls to support end customers in resolving product related issues to the
- best of their satisfaction within 30 seconds.
- Took feedback via email, conference call and call from field engineers & dealers and update into the Excel sheet.
- Prepared all the requested technical support reports and documentation.
- Followed up with customers to guarantee Customers satisfaction and obtain service
- acceptance handling outbound calls.
- Managed client's issue with proactive and analytical approach by DMS (Dealer management
- system) software.
- Empathize with 'Customers' and deliver solutions that surpass their expectations.
- Maintained records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software.
- Assisted with Inventory of new hardware and software by using IT Asset Tracker.
- Respond promptly to incident, investigate & provide temporary & permanent resolution of incidents escalated. Provide timely status updates to relevant customer.
- Everyday follow escalation matrix and escalate the problem to level 1, 2 and 3. Made Pivot tables to summarise the data and sent to zonal heads on daily basis.

Tools and Techniques
- Worked on Asana project management tool
- Experience with IT Asset Tracker.
- Experience in technical documentation.
- Worked on DMS Software and Unity Software.
- Handled customer's enquiries and follow up on quotation.
- Good communication Skills and ability to work in a team.
- Proficient in Microsoft Office Packages (Word, Excel, PowerPoint) Outlook.
- Prompt response to queries via voicemail / email
- Answer phone calls both inbounds and outbound.

EDUCATION

Aug 2012 – May 2015
Rajasthan Technical University, Kota, India
Master of Computer Application

Jul 2008 – Jul 2011
Bhupendra Narayan Mandal University
Bachelor of Computer Application

REMUNERATION PACKAGE

Current Drawn Salary   : SGD $3,500 + AWS
Expected Salary   : SGD $4,000

AVAILABILITY

2 Months' Notice