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| <p>EDUCATION:</p> <p><u>DIPLOMA IN ELECTRICAL ENGINEERING</u></p> <p><u>GCE 'O' Level</u></p> |
| <p>CO-CURRICULAR ACTIVITIES:</p> <p>Debates</p> |
| <p>INDUSTRIAL TRAINING / ATTACHMENT PROGRAMME (6 MONTHS; OCT 2011 – MAR 2012)</p> <p>I was attached to Desisti Asia Pte Ltd for my attachment, which was a stage lighting company. I was exposed to how a project was carried out from start to finish. From the tender, design proposal, design development, drawing documentation (AUTOCAD), wiring, management of staff and customer service. I was fortunate to be able to assist them with a hand full of projects. Ranging from large scale projects such as the one at Water Front Studio (Resort World, Singapore) to a small scale projects, such as stage lightings in schools. All embracing, I had a fruitful experience during my time attached to the company.</p> |
| <p>CURRENT EMPLOYMENT:</p> <p><u>P-SERV PTE LTD</u></p> <p>Holding Position: Project Executive</p> <p>Job Scope:</p> <ul style="list-style-type: none"> - Overall in charge of daily operations of both Shop & Dine project and Changi Eats project and its Customer Service Officers(CSOs). <p><u>Shop & Dine Project</u></p> <ul style="list-style-type: none"> - Roster and coverage management of CSOs. - Payroll management. - Overall in charge of Changi Airport loyalty programmes(Ground operations). - Organise and assist with airport promotions. - Crowd management. - Manage stock movement and replenishment. |

- Facilitate in training newly hired CSOs, SCs and CSAs in Grooming, Customer Service, Changi Rewards, CapitaStar and Changi Rewards Travel.
- Prepare and mark test papers.
- Compile daily sales and media reports.
- Compile monthly billing and performance incentive reports.
- Compile attendance and unfulfillment reports.
- Compile monthly operational reports.
- Manage CSOs leave portal.
- Equipment management.
- Prepare CSOs medical coverage application.
- Perform audits on grooming, services cleanliness of counters and job knowledge.
- Assist with system down coverage and ground operations.
- Handle complaints.
- Manage any adhoc redemptions at the counters.

Changi Eats Project

- Roster and coverage management of Runners.
- Payroll management.
- Overall in charge of ground operations.
- Organise and assist with airport promotions.
- Fleet, Customer Relations, outlets and order management.
- Manage stock movement and replenishment.
- Facilitate in training newly hired Runners in Grooming, Customer Service and operational flow.
- Compile daily order report.
- Compile monthly billing reports.
- Compile attendance and unfulfillment reports.
- Compile monthly operational report.
- Equipment management.
- Perform audits on grooming, services cleanliness of counters and job knowledge.
- Handle complaints.
- Manage any adhoc redemptions at the counters.

Additional Duties

- Covering officer for iShop Changi project.
- Manage and train CSAs on Fluent and Mirakl.
- Manage and train newly hired staff on Changi Rewards, CapitaStar and Changi Rewards Travel.
- Prepare and mark test papers.
- Assist with adhoc deliveries.

EMPLOYMENT HISTORY:**PARKWAY PANTAI, LOCATION PARKWAY EAST HOSPITAL (06 APR 17 15 – 24 JUN 18)**

Holding Position: F&B Supervisor

Job Scope:

- Overall, in charge of Senior Waiter/Waitresses and Steward.
- Assist in planning butler's roster and managing daily activities of ward operations.
- Assist in maintaining service standards related to patient, staff and in-house functions.
- Assist in ensuring efficient and effective management and recruitment of service staff.
- Assist in facilitating support for staff by delivering an appropriate induction and continuing training and development program.
- Conduct roll call to service staff
- Handle patient/lodger complaint.
- Function as the key coordinator between kitchen and administration/service team.
- Raise work order for repair job/equipment fault.
- Conducts frequent checks in outlet/area/section with regards to hygiene, storage, cleanliness and departmental policies and procedures.
- Conduct frequent checks of external tenants.
- Perform any other job as assigned.
- Assist Executive sous chef in all administrative aspect of service.
- Handle telephone calls and enquiries.
- Create Purchase Order for stock items.
- Provide admin support to staff e.g. raise eForm, update staff particular.
- Coordinate and prepare event order for service and culinary section.
- Update staff record e.g. training, hygiene, health, attendance and overtime etc.
- Prepare monthly financial report for department.
- Maintain proper record of all documents.
- Design and/or review systems and procedures to accommodate new/additional work or to provide improved efficiency.
- Liaise with other departments to ensure smooth and effective operation of department.

REPUBLIC OF SINGAPORE AIRFORCE (02 JUN 15 – 02 MAY 16)

Holding Position: DX EA for Regimental and Discipline and Events

Job Scope:

- Creation of Charge Sheet, Reports and Case files.
- Following up and retrieving updates from units.

- Liaise with Legal Services pertaining to personnel charges and punishment.
- Preparation of Military Court documents.
- Assist with queries related to charges.
- Maintaining of various databases.
- Upload of case documents through MINDEF system.
- Completion of various monthly reports.
- Prepare various Appointment Letters.
- Seek clearances for visitors.
- Organise and execute Unit National Education Tours, Cohesion and Dinners.
- Organise and execute Mass Urine Screening Units under my Commander's command.
- Maintain NSF booking in and out book.
- Maintain branch's NSFs discipline.
- Assist with Registry and E-Filing of documents.
- Manage, monitor and process clearances.

NATIONAL SERVICE (14 NOV 12 – 13 NOV 14)

Holding Position: Regimental and Discipline / Events Clerk

Job Scope:

- Creation of Case files.
- Following up and retrieving updates from Uunits.
- Preparation of Military Court documents.
- Assist with queries related to charges.
- Maintaining of various databases.
- Upload of case documents through MINDEF system.
- Completion of monthly reports.
- Liaising with Air Force Training School, HQ of National Cadet Corp and HQ Singapore Youth Flying Club on visits to units.
- Seek clearances for visitors.
- Obtain a venue / holding area.
- Management of team.
- Liaising with Singapore Food Industries or external caterers with the catering of food.
- Preparation of venue for visit.

SENTOSA LESUIRE PTE LTD (NOV 10 – SEP 11 and JUN 12 – OCT 12)

Position Held: Administrative Host

Job Scope:

- Sales of tickets.
- Ensuring the safety of visitors boarding and exiting trains.
- Educating visitors of the island and its attractions.

- Providing directions to lost visitors.
- Assist as acting IC for large scale events.

DESISTI ASIA PTE LTD (APR 12 – MAY 12)

Position Held: Assistant Engineer

Job Scope:

- Assist engineers on sites.
- Assist in providing quotes for tenders
- Assist with design proposal and design development.
- Amend drawing documentation (AUTOCAD)
- Assist with wiring connection.
- Management of staff on site.

STARBUCKS COFFEE SINGAPORE PTE LTD (JUN 10 – AUG 10)

Position Held: Barista

Job Scope:

- Educating customer on the types of coffees and teas.
- Sales of pastries and drinks
- Preparation of drinks.
- Promoting and simple of new drinks and pastries.
- Assist with the cleanliness of the work and dining area.

PREIMER SECUTRY PTE LTD (NOV 08 – MAR 09)

Position Held: Security Officer

Job Scope:

- Ensuring the safety of residents and vendors.
- Conducting patrols.
- Update of log book on contractor's movement.

NETS PTE LTD (OCT 07 – DEC 07)

Position Held: Trainer

Job Scope:

- Promoting on NETS mod of payment to vendors.
- Scheduling of training session with vendors.
- Maintaining of various databases.
- Provide training to vendors.

LANGUAGE PROFICIENCY:

- Written(English)
- Spoken(English, Mandarin, Malay and Tamil)

COMPUTER SKILLS:

- AUTOCAD.
- Microsoft PowerPoint.
- Microsoft Excel.
- Microsoft Words.
- Microsoft Open Office.
- Fluent
- Mirakl
- TMS
- Ascentis CRM
- Salesforce
- EZQR

INTERESTS:

- Play pool and competing in tournaments.
- Watching movies.
- Listening to music.
- Wrestling and MMA.
- Cooking and baking.

EXPECTED SALARY:

- Ranging from \$4,000 - \$4,500(Am open to hearing your offer).