Candidate Profile

General Information

Role Applied For:	System Analyst
Candidate Reference:	28388
EA No. / Regn No.:	94C4359 / R2196712

Personal Details

Residency Status (Citizen / PR / N. A.):	Citizen
Type of Work Visa:	N. A.
Current Location:	Singapore

Professional Summary

Years of Relevant Experience:	>10 years
Previous Position / Industry:	IT Application Support Engineer / Healthcare platform
Reason for Leaving:	Misalignment in job scope. Seeking a more challenging career
Highest Academic Achievement:	Diploma in Multimedia Technology
Other Relevant Certificates:	N. A.
Notice Period:	1 month

Other

Recommendation:	This candidate is recommended as he: – has strong work experience in developing, maintaining and troubleshooting the WMS in Hitachi; – is highly experienced in Java programming; – has strong working experience in using PowerBuilder for WMS migration; – works towards continuous process improvement by automating manual tasks while at Diebold Nixdorf; – has the capability to work under pressure and handling difficult customers; and – has excellent interpersonal and analytical skills.
Other Remarks:	N. A.

Chen Yong Hao

Position: System Analyst

Employment History

FULLERTON HEALTHCARE GROUP PTE. LTD   **Nov 2020 – Present**
IT Application Support Engineer

- Provide daily L1 and L2 application software support for web and mobile applications
- Investigation of issues raised by users
- Manage tickets via Jira
- Execute Java batch jobs for data upload and report generation
- Provide onsite shift support for vaccination centers

TOSHIBA GLOBAL COMMERCE SOLUTIONS   **Aug 2017 – Mar 2020**
Software Service Specialist

- Provide daily L2 production hardware and software support of Point of Sales systems for clients in APAC
- Perform SIT for new hardware and / or software according to clients' needs
- Setup and perform pre-sales demo in local showroom or overseas
- Requirements gathering for new requests / projects
- Prepare and perform testing for production version releases
- Communicate with client on a regular basis regarding production issues and new projects
- Liaise with the local support team in various countries to resolve any issues in a timely manner

DIEBOLD NIXDORF PTE. LTD   **Mar 2015 – Aug 2017**
Support Engineer

- Provide daily L1 and L2 production hardware and software support of Point of Sales systems for client globally
- Perform SIT for new hardware and / or software for new markets or as and when as required
- Provide testing and troubleshooting support for new projects locally and in other regions
- Maintain images of client's systems of various hardware models and configurations
- Prepare and perform testing for production version releases
- Communicate with client on a regular basis regarding production issues and new projects
- Liaise with the local support team in various countries to resolve any issues in a timely manner

NEC ASIA PACIFIC PTE. LTD   **Jun 2014 – Jan 2015**
Software Engineer

- Involved in the Intellectual Property of Singapore (IPOS) project which launched in Dec 2014
- Responsible for data migration from their legacy systems to MS SQL in the IPOS project
- Maintenance and support of common modules in ASP.NET

AIA SINGAPORE PTE. LTD   **Jun 2012 – Mar 2014**
Financial Services Consultant

- Provide financial health review and advice
- Marketing of life insurance, investment-linked products, and accident and health plans

PANASONIC ASIA PACIFIC PTE. LTD   **Aug 2011 – Mar 2012**
IT Consultant

- Provide 1st and 2nd level support for in-house developed sales forecast system in VB.NET
- Support of scheduled jobs in Unix
- Track and ensure that all problems and incidents are resolved within SLA targets
- Maintain program code integrity through source control measures

CSC INFORMATION TECHNOLOGY SERVICES PTE. LTD   **Nov 2009 – Aug 2011**
Software Engineer

- Support for HR systems of Prime Minister's Office
- Provide 1st level support to users during critical exercise periods

- Develop and enhance Windows apps in PowerBuilder, Oracle PL/SQL, Pro-C Scripting in Unix and VB6
- Develop and enhance Web apps in CMS, ASP and ASP.NET
- Migration of HR systems from PowerBuilder 8 to PowerBuilder 11.5
- Ensure that any development or enhancements adhere to SLA
- Provide technical support to Supreme Court systems

HITACHI TRANSPORT SYSTEM (ASIA) PTE. LTD   **Mar 2007 – Nov 2009**
System Engineer

- Provide end-user support to customers of our in-house developed WMS
- Development and maintenance of warehouse management systems (WMS) in PowerBuilder, Oracle Stored Procedures and Pro-C Scripting in Unix
- Involved in 1 complete SDLC for new project in Malaysia
- Migration of WMS from PowerBuilder 6.5 to PowerBuilder 10.5
- Migration of database server from Oracle 9i US7ASCII to Oracle10g AL32UTF8
- Enhanced WMS to provide multilingual support in Chinese, English and Japanese
- Generate monthly logistical reports
- Support for Automated Warehouse Storage System
- Maintenance of hardware infrastructure including database server
- Provide user training to new customers of WMS

Academic Qualifications

2004	**Diploma in Multimedia Technology**	
	Singapore Polytechnic	
2000	**GCE 'O' Level**	
	Anglican High School, Singapore	

Skills

Technical Skills
- MySQL
- Oracle PL/SQL
- MS SQL
- DB2
- .NET
- Java Programming
- Python