

GENERAL PROFILE

- I am a driven and ambitious individual with a great passion for the Aviation industry. I am excellent in working with others to achieve goals on time and with excellence, I am seeking a Meaningful Career within the Aviation Industry, with a penchant for Engineering and Technology
- Self-motivated, Tech Savvy, Outgoing, Customer Centric, Results Oriented, Problem Solver, Team Player, Appreciates the big picture and having an eye for detail

EDUCATION

EMBRY RIDDLE AERONAUTICAL UNIVERSITY, SINGAPORE Bachelor of Science in Aeronautics	Apr 2016 – Mar 2019
SINGAPORE POLYTECHNIC Diploma in Aeronautical Engineering	Apr 2010 – Mar 2013

AWARDS & ACHIEVEMENTS

- Recipient of Dean's award
- Degree Honors: Magna Cum Laude
- Selected by Embry Riddle to represent school in ICAO next Generation Forum (Dec 2018)
 - o Aviation Security Stream
- Institution of Engineers Singapore (IES) Design Award (Merit), IES (Mar 2013)

ACADEMIC PROJECTS

SINGAPORE POLYTECHNIC	Apr 2012 – Feb 2013
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Final Year Project – Title: Self Leveling Geared Wheelchair

- Objective – Reduce the physical load of elderly on the wheelchair
- Successfully reduced the strain on the arms by as much as 40% when traversing uphill
- Achieved the Merit Award by Institution of Engineers Singapore (IES)

SIMEI ITE

Final Year Project – Title: Smart Home Electronic System

- Objective – To be able to control all electronic devices at home through the internet
- Successfully in creating an program in controlling and attaining a smart home through the internet.

WORK EXPERIENCE

CIVIL AVIATION AUTHORITY SINGAPORE

Jan 2021 – Dec 2021

RRT Supervisor

- Oversee daily RRT Team operations
- Running of Summary reports
- Running and oversight of Suspension and Reinstatement
- Data cleaning and data analysis
- Handling of helpdesk and daily enquiries
- Provide training to new staff
- Oversee compliance of APW
- Liaise with Health Promotion Board on Daily RRT matters
- Tracking and order of Kits for APW
- Advise on best available solution to create a seamless transition for company
- Consolidating of Nominal Roll
- Making Swab Arrangement for individual/ Company
- Onboarding and Offloading of Company
- SRS related Matters

CHANGI AIRPORT GROUP

Sep 2018 – Dec 2020

Data analysis

- Conducts audits and survey
- Running of Summary reports
- Filing of documents
- Creating of SOP for ground audits
- Checking, Running and Analysing of statistics reports
- Preparation of Documents such as Contracts and Compliance letter for Liquidated damages

SINGAPORE POOLS

March 2018 – June 2018

Customer Service Officer

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Opens customer accounts by recording account information. Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments.
- Recommends potential products or services to management by collecting customer information and analysing customer needs.
- Prepares product or service reports by collecting and analysing customer information.
- Contributes to team effort by accomplishing related results as needed.

ARVATO DIGITAL SERVICES

Mar 2013 – Nov 2013

Nov 2015 – Nov 2016

Transactional Specialist

- Data entry and handling of customer enquires
- Running of daily reports
- Order processing with SAP
- Provide training for new staffs

- Handling and creating of Standard Operating Procedure (SOP) and training guides
- Handling of daily shipments

NATIONAL SERVICE

SINGAPORE ARMED FORCES NATIONAL SERVICE

Feb 2014 – Nov 2015

2nd Singapore Infantry Regiment, Alpha Company, Company Quarter Master Sergeant (CQMS)

- Appointed the CQMS role in Alpha company
- Roles include daily random stock take, paperwork, organizing of company events
- Led a team of 4 Storeman in charge of whole company's logistics

SKILLS

- Language Skills: Fluent in English and Chinese
- Software Application Skills: Proficient in AutoCAD, CATIA, SolidWorks, Microsoft Office, SAP, Mimos, BI.
- Programming Skills: MATLAB, C++

HOBBIES/INTERESTS

- Endurance sports, Creative hobbies, Travelling, Reading

REFEREE

- Upon requests