

# employment

## **Danfoss Singapore Pte Ltd**

**NOVEMBER 2020 - PRESENT**

### **IT Support Engineer**

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Danfoss Singapore Pte Ltd, 29 International Business Park, #01-03/03A, Acer Building, 609923

#### Work Scope :

- Provide first-line support to users seeking technical assistance over the phone and email
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Ask targeted questions to diagnose problems
- Guide users with simple, step-by-step instructions
- Record events and problems and their resolution in logs
- Provide accurate information on IT products or services
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional

## **International Business Machines (IBM)**

### **Singapore Pte Ltd**

**APRIL 2019 - NOVEMBER 2020**

### **Deskside Engineer**

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International Business Machines (IBM) Singapore Pte Ltd, 9 Changi Business Park Central 1, The IBM Place, 486048, KK Women's and Children's Hospital, 100 Bukit Timah Rd, 229899

#### Work Scope :

- Address user's tickets regarding hardware, software, and networking
- Walk customers through installing applications and computer peripherals
- Ask targeted questions to diagnose problems
- Guide users with simple, step-by-step instructions
- Conduct remote troubleshooting
- Test alternative pathways until you resolved an issue
- Customize desktop applications to meet user's needs
- Record technical issues and solutions in logs
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional
- Report customer's feedback and potential product requests
- Help create technical documentation and manuals

## **Kulicke & Soffa Pte Ltd,**

**MARCH 2018 - MARCH 2019**

### **Associate Engineer**

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Kulicke & Soffa Pte Ltd, 23A Serangoon North Ave 5 #01-01, 554369

#### Work Scope :

- Maintenance, troubleshooting, testing, and assembly of wire-bonding machines
- Work side by side with engineers and abide by the safety protocol of the company
- Act in accordance with customer's demands and requirements

- Inspect the work area and ensure every machine's procedures are done correctly
- Packing of customer's used materials
- Deputised to manage the station in the absence of Team Leader and mentoring recruits
- Other ad-hoc duties as assigned by supervisor

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**National Service (NS) FEBRUARY 2016 - FEBRUARY 2018**  
**Neighbourhood Police Centre Officer (NPCO) / Ground Response Force (GRF)**

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National Service (NS), Singapore Police Force (SPF), Tanglin Police Division, Bukit Timah NPC

Work Scope : Manage incidents, Perform Counter Duties and Perform Traffic Control and Roadblocks

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**7-Eleven Singapore Pte Ltd SEPTEMBER 2015 - FEBRUARY 2016**  
**Sales Associate**

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7-Eleven Singapore Pte Ltd, 170 Bencoolen Street, #01-03 Ibis Hotel, 189657

- Work Scope :
- Greet customers and handle sales transactions in a fast and friendly manner
  - Ensure shelves and displays are fully stocked and the store is kept clean
  - Cashiering and merchandising
  - Performing sales and merchandising reports for Store Operator
  - Mentoring recruits and deputised to manage the store in the absence of Store Manager
  - Ad-hoc duties as assigned by supervisor

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**Timezone Singapore Pte Ltd NOVEMBER 2013 - APRIL 2014**  
**Sales Assistant**

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Timezone Singapore Pte Ltd, 1 Harbourfront Walk #03-03/03A, VivoCity, 098585

- Work Scope :
- Greet customers and handle sales transactions in a fast and friendly manner
  - Cashiering and merchandising
  - Performing sales and merchandising reports for Store Operator
  - Mentoring recruits and deputised to manage the store in absence of Store Manager
  - Ad-hoc duties as assigned by supervisor

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**Popeyes Louisiana Kitchen Singapore NOVEMBER 2012 - APRIL 2013**  
**Service Crew**

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Popeyes Louisiana Kitchen Singapore, 2 Handy Road, The Cathay, #B1-21/22, 229233

- Work Scope :
- Be the face of Popeyes
  - Greet and serve customers in a fast and friendly manner
  - Cashiering and food preparation
  - Ensure that the restaurant is kept clean

**McDonald's Singapore**  
**Service Crew**

**OCTOBER 2012 - NOVEMBER 2012**

McDonald's Singapore, 43 Siloso Beach Walk, #01-04 Sentosa, 099010

- Work Scope :
- Be the face of McDonald's
  - Greet and serve customers in a fast and friendly manner
  - Cashiering and food preparation
  - Ensure that the restaurant is kept clean

**Baoshi HR Agency**  
**Hotel Runner**

**OCTOBER 2012 - NOVEMBER 2012**

Baoshi HR Agency, Hotels

Work Scope : Runner, Waiter and Dishwasher

**Skills**

Policing Skills, Conduct Crowd and Traffic Control, Manage Disorderly Conduct, Problem-Solving Skills, IT Administrative Skills, Customer Service Skills, Communicative Skills, Delivery Service Skills, Banquet Service Skills, Prospecting Skills, Cashiering, Merchandising, Stocktaking, Presentation Skills, Time Management Skills, Basic Lifesaving Skills, Basic Sound Editing Skills, Interpersonal Skills

**Education**

**Lithan Academy Pte Ltd, 11 Eunoss Road 8, #07-02, Lifelong Learning Institute, 408601 —**  
NICF Advanced Certificate in IT Service (Infrastructure Support)  
MARCH 2018 - AUGUST 2018, Lithan Academy

**Management Development Institute of Singapore (MDIS), 501 Stirling Road, 148951 —**  
Diploma in Information Technology (IT)  
APRIL 2015 - NOVEMBER 2015, MDIS

**Henderson Secondary School (HSS), 100 Henderson Road, 159544 —**  
Singapore-Cambridge General Certificate of Education Ordinary Level (O-Level)  
JANUARY 2014 - NOVEMBER 2014, HSS

**Henderson Secondary School (HSS), 100 Henderson Road, 159544 —**  
Singapore-Cambridge General Certificate of Education Normal Academic Level (N-Level)  
JANUARY 2010 - NOVEMBER 2013, HSS

**Marsiling Primary School (MPS), 31 Woodlands Centre Road, 738927 — Primary School**  
Leaving Examination (PSLE)  
JANUARY 2004 - NOVEMBER 2009, MPS

## **Awards/Certificates**

### **Certificate of Participation**

30 JUNE 2020

- Values and Principles in Sport

### **Certificate of Accomplishment**

21 JUNE 2020

- WADA ADeL CoachTrue Certificate

### **Commander's Award**

23 APRIL 2017

- For dedicated pursuit of leads, intensive ground follow-up and excellent teamwork among different units (Team A Orchard, Team A Bukit Timah and Team A DHQ) in Tanglin Division which resulted in the arrest of 2 male subjects for Voluntarily Causing Hurt with Dangerous Weapon on 23 April 2017

### **Certificate Of Accomplishment**

29 AUGUST 2016 - 25 NOVEMBER 2016

- Police Officers Basic Course & Neighbourhood Police Centre Officers Course (Ground Response Force Module)

### **Certificate Of Accomplishment**

12 APRIL 2016 - 20 AUGUST 2016

- Police Officers Basic Course (POBC)

### **Certificate Of Participation**

9 AUGUST 2016

- National Day Parade 2016

### **Certificate Of Accomplishment**

23 MARCH 2016

- Basic Lifesaving 1

### **Certificate Of Participation**

24 APRIL 2015

- Effective Presentation Skills

### **Certificate Of Participation**

23 APRIL 2015

- Effective Time Management

### **Certificate Of Participation**

20 APRIL 2015

- Values for Success

### **Radin Mas Edusave Awards**

3 JANUARY 2015

- Edusave Good Progress Award 2014

### **Certificate Of Achievement**

18 APRIL 2013

- Silver Level of the National Youth Achievement Award Scheme

### **Certificate Of Participation**

This candidate has been interviewed by Randstad and the candidate's permission has been obtained to forward this information to you. Acceptance of this CV indicates acceptance of our Terms & Conditions of Business as well as our Fees, Guarantees & Payment Terms. If this candidate is hired by your organisation (or any third party introduced by you) within 12 months of introduction by Randstad, our normal fee structure and guarantee period will apply.

27 JULY 2012 - 29 JULY 2012

- Ramadan Youth Challenge Camp

### **Certificate Of Accomplishment**

4 JUNE 2012

- Silver module for the Total Defence Badge Programme

### **Certificate Of Attendance**

MAY 2012

- Elective Module Course - Sound Designer

### **Certificate Of Participation**

14 APRIL 2012

- One School, Multiple Talents - SYNERGY

### **Certificate Of Accomplishment**

MARCH 2010 - DECEMBER 2010

- JP Morgan Beyond Champions Project

### **Statement Of Attainment**

- PERFORM ON-GOING MONITORING OF RISKS, THREATS, VULNERABILITIES AND EFFECTIVE CONTROLS (IT-SM-301S-1).
- BUILD AND CONFIGURE A SERVER (IT-IS-310S-1).
- INSTALL SOFTWARE TO NETWORKED COMPUTERS (IT-IS-312S-1).
- PROVIDE SYSTEM ADMINISTRATION (IT-IS-313S-1).
- LOCATE EQUIPMENT, SYSTEM AND SOFTWARE FAULTS (IT-IS-305S-1).
- MAINTAIN EQUIPMENT AND SOFTWARE IN WORKING ORDER (IT-IS-306S-1).
- PROVIDE SUPPORT AND ASSISTANCE TO USERS RELATING TO A PARTICULAR PRODUCT OR SERVICE (IT-IS-302S-1).
- PROVIDE FIRST-LEVEL SUPPORT (IT-IS-301S-1).
- DEPLOY ENTERPRISE NETWORK (IT-NMM-301S-1).