

Residential Address
Gender
Date of birth
Race
Nationality
Contact Number
Email Address

April 2015 to May 2016	Temasek Polytechnic Obtained Specialist Diploma in Business Analytic
June 2005 to Mar 2008	Nanyang Polytechnic Obtained Diploma in Engineering Informatics Specialized in Integrated Logistics
Jan 1999 to Dec 2004	Holy Innocents High School Obtained GCE 'O' level Cert.
Jan 1993 to Dec 1998	ZhongHua Primary School Obtained PSLE Cert.
July 2020-present	<p>SPD Scientific PTE LTD</p> <p>Responds, documents, and resolves service tickets in a timely manner and according to Service Level Agreements</p> <p>Help purchase laptops and mobile phones.</p> <p>Doing integration projects.</p> <p>Maintaining audio visual equipment including desk and mobile phones, projectors, and video conference units.</p> <p>Escort vendors when needed.</p> <p>Provide level 1 network support</p> <p>Implement MDM project.</p> <p>Support Video Conference meetings.</p> <p>Tech Refresh.</p> <p>Monitor, manage and administer MS Active Directory.</p> <p>Staff on-boarding preparation such as creating new user in AD using PAM (Privilege Access Management), email account, share folders</p>

	<p>access. Deploy PCs with VPN, MS Teams, WebEx Conference, NAV, MS Office, trend micro antivirus, and other standard software installed. Set up mobile phone for user with MDM to push company standard apps to user's smartphone.</p> <p>Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows (Laptops Desktops & Thin Clients) Smartphones (Android) and Microsoft Office.</p> <p>Recycling all expired IT equipment and technologies, ensuring correct disposal according to policy.</p> <p>Create and maintain technical documentations.</p> <p>Provide technical support in an 200+ user environment. Closed 90% of IT support tickets on the 1st call.</p>
Oct 2017-July 2020	<p>TNT /Fedex (Ntc Integration)</p> <p>Responds, documents and resolves service tickets in a timely manner and according to Service Level Agreements</p> <p>Doing integration projects.</p> <p>Maintaining audio visual equipment including desk and mobile phones, projectors, and video conference units.</p> <p>Escort vendors when needed.</p> <p>Loads sever tapes for backup. Provide level 1 &2 network support</p> <p>Mobile walker project.</p> <p>Lotus to office 365 transition. Checking of PC compliance(patches).</p> <p>Support Video Conference meetings. Setup & configure new PCs using SCCM which increases the overall productivity level.</p> <p>Executed upgrade of Desktop/laptops for 600+ user from windows 7 to Windows 10(include change of hardware).</p> <p>Monitor, manage and administer MS Active Directory, Lotus Notes server.</p> <p>Staff on-boarding preparation such as creating new user in AD using PAM (Privilege Access Management), email account, share folders</p>

	<p>access. Deploy PCs with VPN, MS Teams, WebEx Conference, SAP, IBM Lotus Notes, MS Office, McAfee encryption/antivirus, and other standard software installed. Set up iPad/mobile phone for user using mobile iron/Air watch to push company standard apps to user's smartphone.</p> <p>Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows (Laptops Desktops & Thin Clients) Tablets & Smartphones (IOS & Android) and Microsoft Office.</p> <p>Recycling all expired IT equipment and technologies, ensuring correct disposal according to policy.</p> <p>Create and maintain technical documentations.</p> <p>Provide technical support in an 800+ user environment. Closed 90% of IT support tickets on the 1st call.</p>
July2017- Oct2017	<p>Jardine OneSolution Pte Ltd (2001) (Customer Service Engineer)</p> <ul style="list-style-type: none"> • Stationed at Bishan Depot SMRT. • Provide all IT related issues for walk-in customer from all other SMRT sites. • Provide on-site 2nd level desktop support to users based on tickets assigned by Service Desk Agent. • Setup new image for user. • Perform PC/Laptop/Printer etc write-off. • Cover roaming engineers when needed.

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- Performed account reset via Active Directory.
- Assists in service request for software installation and configuration.
- Escalated hardware case to third party vendor such as Acer for hardware servicing.
- Assist users with new pc setup such as setup windows profile, office 365 installation and ensure data backup.
- Assist third level network/server issues, analysis.
- Escort vendor for when needed.
- Assist user to setup the new pc or relocation.

- Attend VIP cases.
- Attend Virus cases trigger by security team and report any findings.
- Any other ad-hoc task assigned by team lead.

2014 to 2017

Optus IT

(Local Technical Support at Cisco system)

- ☐ Provide PC hardware/ software troubleshooting for end users, ensure SLA meet.
- ☐ Assist user with Data migration from old pc to new pc.
- ☐ Assign user laptop, update returned laptop and ship out laptops for other country. Give out alternate solution when laptops of user choice not available
- ☐ Re-image/Wipe-off user data.
- ☐ Setup and configure user laptop.
- ☐ Create a temp account for user and guide the user to turn off bitlocker.
- ☐ Troubleshooting of Telepresence unit based on ticket logged.

Diagnose of issues and follow up till closure.

- ☐ Hot swap of user laptops if hardware faulty.
- ☐ Patch switches
- ☐ Checking network switch when there is a request.

<p>2012 to 2014 June 30</p>	<p>Itaz <i>(IT Helpdesk Engineer)</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide PC hardware/ software troubleshoot via phone/email. <p>Diagnose of issue and follow up till closure</p> <ul style="list-style-type: none"> <input type="checkbox"/> Order hardware part and assign hardware failure case to onside hardware engineer to resolve hardware PC issue <input type="checkbox"/> Update ticket and ensure SLA meet.
<p>2012 to 2012</p>	<p>Innotec solutions Pte ltd <i>(IT executive)</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> To install Digital video recorder for CCTV. <input type="checkbox"/> Configure and make sure the CCTV can be view via Smartphone and website (internet). <input type="checkbox"/> Provide error checking.
<p>2010 to 2012</p>	<p>Mei Lee Sin Construction <i>(Admin Clerk)</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Payment of CPF <input type="checkbox"/> Write quotation/claim for new and existing projects. <input type="checkbox"/> Receive fax and calls. <input type="checkbox"/> Re-new work permit.

Technical	Microsoft Office Hot swap of laptops Re image of user laptops. Software troubleshoot Multimedia Photoshop Operating Systems Windows OS
Language skill	Fluent in spoken and written English and Mandarin.

STRENGTH	: Willing to learn, sense of responsibility, good team player, positive attitude.
Interest	: Surfing Internet, Digital Gadgets, Cycling, Basketball and swimming.
Objective	:To gain exposure, learn new stuff and gain experience.

Others:

Expected Remuneration: S\$3800

Date of Availability: 17 Aug 2022

I hereby declare that the information furnished above is true and correct to the best of my knowledge and beliefs.