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From: Kerwin Tan Kai Bin (R1331624), SearchAsia, Singapore
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CANDIDATE RESUME - SENIOR SYSTEM ANALYST

Name	:	Ei Ei Chit Su
Year of Birth	:	1993
Gender	:	Female
Nationality	:	Myanmar (S-Pass)
Languages	:	English, Chinese, Burmese

REMARKS

- **Ei Ei holds a Bachelor of Business Studies (Honours) Management from University of College Dublin.**

- **With more than 6 years of experience, she has system analysis experience in both WMS and freight forwarding.**

- **Currently in Singapore Post as System Analyst, she works closely with key account customers on system issues and coordinate with key stakeholders to ensure the smooth completion of projects.**

- **On top of that, she is involved in SIT, UAT and Go Live Support for system releases.**

- **Previously in Kerry Logistics as Senior System Analyst, she manages and support both the Freight Forwarding System and Warehouse Management System.**

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ACADEMIC QUALIFICATIONS/ CERTIFICATIONS

2015 – 2018	**University of College Dublin** Bachelor's Degree in Business Studies (Honours) Management (Part-time studies)
2011 – 2014	**Temasek Polytechnic** Diploma in Information Technology
2010	**International English Language Testing System** Achieve an average test score 5.5, with same score of 5.5 in all test including listening, reading, writing and speaking.
2007 – 2009	**BEHS (1) Thingangyun** Certificate of High School (Equivalent with GCE 'O' level) with 4 Distinctions (Mathematic, Chemistry, Physics, Biology)

CAREER OBJECTIVE

- To achieve a high level of professionalism in IT industry
- To be a responsible employee who finishes assigned tasks
- To be an employee who can withstand certain level of pressure
- To update myself constantly with new technologies in the market

SKILLS AND AREA OF EXPERTISE

Programming
- Java, C#, C++, Microsoft SQL, PHP, ASP.NET, VBA Excel macro

Web-Development
- HTML, XML, Java Web API, Web Socket

Software
- Visual Studio, Eclipse
- VMWare, Office 365, Lotus Notes
- Software AG
- NetBeans

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- Crystal Report
- Dynamic Navision ERP
- LS Retail System
- HighJump WMS

Other skills and proficiencies
- Think out of box (Creative Problem Solving Skills)
- Providing IT support proficiently
- Able to communicate effectively with both clients and team members
- Ability to handle multiple tasks concurrently and good team player
- Open-minded and willing to learn new things

PROFESSIONAL HISTORY – BRIEF

Apr 2019 – Current	**Singapore Post Ltd (Singapore)** System Analyst
Nov 2018 – Apr 2019	**SUTL Corporation Pte Ltd (Singapore)** Application System Analyst
Jun 2014 – Oct 2018	**Kerry Logistics Pte Ltd (Singapore)** Senior System Analyst
Oct 2013 – Feb 2014	**Balanced Consultancy** Junior Programmer (Internship)

PROFESSIONAL EXPERIENCE – DETAILS

Apr 2019 – Current   **Singapore Post Ltd (Singapore)**
                               System Analyst

Responsibilities:

- Analyze and provide detailed and full technical specifications document for WMS system (HighJump)
- Gather and analyze users' business requirements and translate them into technical specifications, evaluate on feasibility of project and manage scope

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- Provide effective and efficient methods to integrate with both internal and external systems
- Work closely with cross-functional teams, to ensure deliverables match accordingly to the functional and technical specifications
- Defining the solution and drafting / reviewing the design document for the key projects. Ensuring the requirement and design document is reviewed and signed off.
- Manage project activities to ensure timely delivery including monitoring and driving completion of interdependent activities to achieve project deadline is in accordance to the commitment to business units and external partners of SingPost
- Deliver Unit Test Cases/SIT Cases and execute Systems Unit Testing and Systems Integration Testing
- Contribute and participate to IT-related projects
- In charge of new projects and change requests for key account customers

Experiences:

- Manage and support key account customers on daily system issues
- Track project performance, specifically to analyze the successful completion of projects
- Provide timeline and solution to meet project requirements
- Coordinate with internal and external stakeholders to carry out
- Conduct user testing, training, planning for application, and system releases
- Manage any change requests from business units
- Perform SIT, UAT, Go Live Support

Reason for leaving: Seeking new challenges.

Nov 2018 – Apr 2019   **SUTL Corporation Pte Ltd (Singapore)**
                                   Application System Analyst

Responsibilities:

- Manage and daily application support of ERP system Dynamic Navision and CRM and Retail System LS Retail
- To assist in the daily support of operational activities (ERP, Email & others IT related issues) and provide IT support to internal as well as external end users
- Support and manage Retail Point Of Sale system and SQL database

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- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Report to IT manager on project update and operational matters
- Attend conferences and training as required to maintain proficiency
- Effectively communicated project scope, schedule with both customers and vendors
- Support and coordinate SIT, UAT and Production cutover for ERP system Dynamic Navision

Experiences:

- Daily Operation user support on any technical problems
- Setup Navision for operational team on request such as staff sale, events etc.
- Establish new users, manage access levels and reset passwords
- Track project performance, specifically to analyze the successful completion of projects
- Manage and set up Point Of Sale system for Operation team (NIKE)
- Create test case for various operation flow such as purchase and inventory, retail, finance and back office
- Gather information and study workflow from internal team to prepare user guide and operation flow
- Coordinate with vendors to deliver SIT, UAT and Production for Retail ERP system for NIKE
- Work closely with internal staffs and vendors to achieve organization goal

Jun 2014 – Oct 2018	**Kerry Logistics Pte Ltd (Singapore)**
	Senior System Analyst

Responsibilities:

- Manage and daily user support for Freight Forwarding System (Kewill) and Warehouse Management System and Transportation Management System
- Gather and understand business and operational requirements and provide a suitable IT solution.
- Carry out various business analysis and fulfil customer demands
- Manage new customers on-boarding projects of WMS on standard and customized solutions
- Support and coordinate SIT, UAT and Production cutover

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- Perform system configuration, quality assurance and release testing.
- Work together with the Project Manager, Development Team to provide project deliverables in the areas of system configuration and EDI
- Create and update EDI specifications, coordinate to establish EDI connectivity and troubleshoot EDI interfaces.
- Provide training to end users on IT solution.
- To assist in the daily support of operational activities (FMS, WMS, Email & others) and provide IT support to all end users
- To assist IT Manager in the change management and capacity management procedures
- Provide Level 1 and 2 support including, root cause analysis, troubleshooting, providing resolutions and preventive measures to users

Experiences:

- Supporting of desktop users daily routine problems (application lag, printing error, connection loss etc)
- Requirement gathering and prepare related IT documentation
- Develop SQL reports based on the business requirements
- Develop simple stock count program using excel macro
- Develop an API integration between TMS and WMS systems for an ecommerce client
- Assist with new customers on boarding (system setup, evaluating procedures and processes, establish specification etc)
- Manage any change requests from business units and provide solutions
- Testing programs to validate results
- Writing documentation for reference
- Work with off shore development team from China, Hong Kong, Penang
- Assist operation and management need's with self-developed IT programs (Excel macro, reporting, etc)
- IT application support and system configuration
- Perform testing, training, application support, documentation and performance tuning

Oct 2013 – Feb 2014	**Balanced Consultancy**
	Junior Programmer (Internship)

Responsibilities:

- Evaluating customers' requirements

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- Draw database design and create new database using Phpmyadmin, MySQL
- Design website design interface using HTML, CSS
- Write back end and front end program for website using PHP language
- Assist project manager with test plan and create test case

REMUNERATION

Current Drawn Salary   S$ 4,465 x 13 months

Flexi Cash   S$ 650

Variable Bonus   1 month

Expected Salary   S$ 5,500 x 13 months (negotiable)

AVAILABILITY

Notice period   1 month

REFERENCE'S REPORT

We have given an undertaking to all candidates that no references will be taken up without their prior permission. We would ask you to adhere strictly to this and not make any enquiries formal or informal, until you have agreed with the person concerned.

Since we have not taken up any references at this stage, we have decided to accept as correct the facts presented by the candidate. Therefore, any offer of employment should be made subject to the verification of all relevant statements and satisfactory references, which we ask that you should take up at the appropriate time