



CVISTA HR CONSULTING PTE LTD

Position applying for: IT System Analyst

### Candidate's Personal Information

Name : Wong Chia Sing Rachel  
Address : Yishun  
Gender : Female  
Age : 34  
Nationality : Malaysian (SPR)  
Race : Chinese

### Job Required Information:

Last Drawn Salary : \$3300 + AWS + VB  
Expected Salary : \$4200 - \$4500  
Availability : 1 month

### Education Background

Year : 2010  
Institution : Tunku Abdul Rahman College  
Qualification Attained : Diploma in Internet Technology

### Employment

**Name of Company** : Bollore Logistics Singapore Pte Ltd  
**Period** : Sep 2019 - Present  
**Position** : Regional System Engineer  
**Reasons for leaving** : Seeking for a career prospect  
**Responsibilities** :

- Handle daily support across countries for 8 accounts by using WMS system
- Perform query jobs, date patching, generate data statistics and reports
- Analyse, investigate, and manage daily application / incoming issues
- To participate in testing in test environment when is required/necessary
- Follow up, tracking on support tickets until tickets are closed
- Handle incoming incident ticket from end user to resolve application/issues
- Knowledge with MySQL, WMS system (Warehouse system)

**Name of Company** : Capita Pte Ltd  
**Period** : Feb 2016 – May 2019  
**Position** : Technical Support Engineer  
**Reasons for leaving** : Seeking for a career prospect  
**Responsibilities** :

- To provide accessible, timely, effective, efficient and professional quality service to resolve problems and delight customers
- Accurate assessment / resolution of problems
- Provide first level support to troubleshoot and resolve issue else escalated to 2nd level engineer
- Establish account for new user and assist with password and login problems



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- Regular updates for follow up actions and problem status
- Escalation of problems to second level as per work instructions
- Work to improve processes where applicable
- Work with Team Lead to feedback and /or improve processes
- Daily routine systems health check
- Experience in Active Directory, Microsoft Windows 2008 Server, Citrix remote access system
- Patch management
- Experience in Service Desk, respond to user queries and log tickets in service desk system such as Remedy, ServiceNow application.
- Meet customer response/resolution times and objectives (SLA) as stated in the client's support agreement with customers.
- Maintain a call log database system on daily basic
- Generated report daily, weekly and monthly

**Name of Company : Hitachi Infrastructure (S) Pte Ltd**

**Period : Jul 2014 – Jan 2016**

**Position : Engineer Assistant**

**Reasons for leaving : The company was closed down**

**Responsibilities :**

- Liaise with vendor, quotations and pricing
- Source for quotations for tender
- Data conversion, manually pick up the BQ from drawings

**Name of Company : GKE Corporation Limited**

**Period : Apr 2011 – Jul 2014**

**Position : Admin Assistant cum IT Support**

**Responsibilities :**

- Administrative duties, such as issue PO, follow up with order and etc
- Keep track of contract maintenance and ad hoc task
- Provide IT end user support to the group of companies, printer maintenance, install and uninstall software
- Setup new workplace/PC for new staff, register fingerprint to grant access
- Setup desktop and new email account for new staff Microsoft 365 and authorized access
- Experience in basic troubleshoot when the printer down/internet down
- Basic Dreamweaver, Photoshop skill and basic knowledge of .Net, Microsoft 365 and MS office (Outlook, Word, Excel, PowerPoint)
- Experience in installation, troubleshoot and configuration of various Windows workstation OS (such as XP/7/10)
- Patch management
- IT assets management, keep track software license etc



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### Computer Literacy

Proficient in Microsoft Office

### Language

Fluent in English, Mandarin, Korean