
CAREER OBJECTIVE

Looking for full time job in IT related field. Willing to travel or relocate for training or other purposes.

PERSONAL PROFILE

Gender:

Date of Birth:

Marital Status:

Nationality:

National Service:

ACADEMIC QUALIFICATION

Sept 2008 Bachelor in Applied Science (I.T)
RMIT University

July 2000 Diploma in Computer Engineering
Temasek Polytechnic

‘A’ in Engineering Mathematics, Programming/Problem Solving Techniques and Database Management System & Design

Dec 1996 Seven ‘O’ Level Passes
East View Secondary School

ACHIEVEMENTS

- Took part in Singapore Mathematics Olympiad Inter-School Competition (1995)
- Awarded East View Secondary School Bursary (1995)
- Participated in Inter-Division First Aid/Home Nursing Competition (1996)
- Participated in 21km Sheares Bridge Run & Army Half Marathon (2001)

PROFESSIONAL EXPERIENCE

July 21 to current I.T Executive (Contract) – ESR Funds Management (S) Limited

- ❖ Assisting in daily end user troubleshooting, support, and resolution
- ❖ Liaising with vendors for hardware repairs and replacements
- ❖ Preparing, commission and decommission of end user laptops and mobile phones
- ❖ Inventory management updating for I.T assets
- ❖ Providing standbys for after office hours support such as meetings, and DR testing.

Mar 21 to July 21	System Consultant (Contract) – ITCAN Pte Limited <ul style="list-style-type: none"> ❖ Providing user support on Netbackup base requests (Perform manual backup / Restoration). ❖ Liaising with Veritas support on Netbackup related issues. ❖ Perform monthly/weekly adhoc task related to Netbackup.
Feb 20 to Feb 21	Remote Support Engineer – Rockwell Automation <ul style="list-style-type: none"> ❖ Provide remote support troubleshooting for customer site on-prem Windows Servers, ESXi/VMware issues/requests ❖ Perform monitoring, basic troubleshooting of on-prem system servers ❖ Perform system support base on customer requests ❖ Providing phone call support ❖ Liaising with vendors and customers for onsite hardware repairs and replacements
Nov 12 to Dec 19	System Administrator, NCS - Ministry of Foreign Affairs (Computer System Branch) <ul style="list-style-type: none"> ❖ Providing support for users base on Service Requests (AD Password Resets, DHCP Reservations, etc). ❖ Assist in data centre setup and relocation ❖ Providing after office hours standby and support ❖ Basic troubleshoot and setting up of on-prem servers and peripherals. ❖ Liaising with vendors for on-prem hardware repairs and replacements
Nov 08 to Nov 12	VIP Support, NCS - Ministry of Foreign Affairs (Computer System Branch) <ul style="list-style-type: none"> ❖ Re-join after completing and graduating. ❖ Providing VIP and VVIP support in troubleshooting and resolution on software, hardware and basic networking issue(s). ❖ Providing onsite and after office hours support. ❖ Provide 24x7 phone call support to VIP and VVIPs. ❖ Assisting in PC/Laptop maintenance and setting up with deployment of on-prem AD servers and PCs overseas missions/offices. ❖ Assisting in setting up, tearing down and support of administrative/business room for short term I.T usage overseas.
Dec 06 to Apr 08	Desktop Support, NCS - Ministry of Foreign Affairs (Computer System Branch) <ul style="list-style-type: none"> ❖ Provide basic troubleshooting and advice to users on software and hardware problem via phone calls, emails and onsite support. ❖ Application initial setup and configuration for users ❖ Application troubleshooting such as Lotus Notes Client 6.5, Microsoft Windows/Office/Outlook, Secure-Age, Cisco VPN, etc. ❖ Assisting in PC/Laptop setup, configuration, repair and maintenance.

Oct 05 to Dec 06	<p>Desktop Support, Getronics S Ptd Ltd- Detusche Bank (Information Technology)</p> <ul style="list-style-type: none"> ❖ Handle user helpdesk phone calls to troubleshoot and resolve software and hardware problems. ❖ Assist and advise users with regards to in-house application. ❖ Provide both remote desktop connection to user desktop using Timuktu and provide onsite visit to user desk to troubleshoot and resolve user PC application problems. ❖ Repairing, troubleshoot assembly and setting up of Desktop CPUs and hardware peripherals. ❖ Liasing with vendors for hardware repairs, replacements and upgrades ❖ Basic application troubleshooting and support such as Oracle, Sybase, Hummingbird, Java and Bloomberg.
Nov 03 to Oct 05	<p>Technical Support Assistant, FedEx Express (S) Pte Ltd (Customer Technology)</p> <ul style="list-style-type: none"> ❖ Handle customer helpdesk phone calls to resolve software and hardware problems with regards to FedEx products. ❖ Assist in daily administrative works by running monthly reports ❖ Provide sourcing of hardware and software items ❖ Inventory control for outgoing (to customer) and incoming (returns and purchase) hardware and peripherals ❖ Repairing, troubleshoot assembly and setting up of hardware peripherals and Desktop CPUs. ❖ Control vendor management for hardware repairs, transportation and orders. ❖ Provide onsite support to internal employees on hardware and software problems for automation.
Jun 03 to Nov 03	<p>Temporary Paramedic, Raffles Medical Group (RMG)</p> <ul style="list-style-type: none"> ❖ Assist in clinical duties and handle emergency phone calls. ❖ Perform 2 shift duties work Rotations (Morning-Afternoon, Afternoon-Night) ❖ Assist doctors and nurses in performing surgical, medical treatments and procedures ❖ Perform receptionist duties such as registration and payment. ❖ Provide out-door and on-prem treatment to patients.
Dec 02 to Jun 03	<p>Contract Batching Clerk, ACH-BCS</p> <ul style="list-style-type: none"> ❖ Assist in sorting and arranging of cheques ❖ Amount balancing of cheque amount against computer data transmitted from various banks using in-house applications. ❖ Perform 2 shift duties work Rotations (Morning-Afternoon, Afternoon-Night, Night-Morning)

CAPABILITIES

Computer Knowledge

- Working knowledge in Remedy Action Request System, CyberArk, Microsoft Office 2007 (Excel, Word, PowerPoint, and Access), Internet Explorer 8, Microsoft Edge, Lotus Notes 6.5 and Microsoft Windows operating systems (Windows 98, Windows 2000, Windows XP, Windows ME, Windows Vista, Windows 7, Windows 8, Windows 10, Windows 2008, Windows 2008R2, Windows 2012, Windows 2012R2, Windows 2016, Microsoft Hyper-V and VMware ESXi.
- Basic usage in Symantec Netbackup, Cisco switches and Linux.
- Competent in troubleshooting and assembly of computer peripherals for desktop.

LANGUAGES

- Fluent in English (spoken & written)
- Fluent in Mandarin (spoken & written)
- Able to speak simple Cantonese

WORK STRENGTH

- Disciplined, responsible
- Good inter-personal skills

PERSONAL INTERESTS

- Online Gaming
- Chinese Pop Music
- Movies
- Food