

Zhi-Xian, Goh

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Summary:

Highly adaptable, multi-role I.T professional with a broad knowledge of skillsets, leadership and I.T asset management. Seeking I.T / Engineering position in any sector, bringing over 9 years of experience as follows:

List of Competencies

Computer Skills:

- PC Upgrade and Maintenance
- PC Security Implementation
- PC User-end Support
- Microsoft Office Applications (Word, PowerPoint, Excel)
- Microsoft Server 2003 – 2012 Deployment, Administration and Maintenance
- Microsoft SQL Server 2000 – 2008 Deployment and Administration
- IT Networking, Infrastructure Deployment, Maintenance and Security
- Wireless Networking Infrastructure Deployment, Maintenance and Security
- LAN/WAN/VPN Infrastructure Deployment and Optimization
- IP PABX (Panasonic) Deployment and Administration
- Door Access System Deployment and Administration
- Infor ERP Deployment and Administration
- C++ Programming
- IT Project Management, Procurement and Budgeting
- Internet Marketing

Driving Skills:

- Class 3 Driving License (Qualified since 09 April 2002)

Leadership Skills:

Academic Leadership:

St. Andrew's Secondary School

- Camp Instructor for Secondary School Orientation Camp (1997 & 1998)
- National Cadet Corps (Highest Rank Attained: Staff Sergeant)

Ngee Ann Polytechnic:

- Class Representative in Ngee Ann Polytechnic in 2000

Nanyang Technological University:

- Welfare Secretary in September 2004 to 2005 Nanyang Technological University Hall of Residence Four

National Service Skills:

- Flight line Technician, Republic of Singapore Air Force
 - Highest Rank Attained: Third Sergeant

Professional Experience / Accomplishments (1 of 2)

1) Drilmaco Pte Ltd, Singapore
Senior Engineer (Group IT) / I.T Manager

22-May-2008 – 31-May-2017

I assisted the company to establish, stabilize and maintain its I.T system consisting of 2 plants and 1 plant in JB.

As the company previously had no I.T engineers dedicated to maintain the I.T system, the end users depended on vendors who do not entirely resolve the issue due to the lack of technical knowledge resulting in lack of communication on the issues.

I helped the company improved operations by reducing downtime and implement programs to improve the data collection from the database.

Besides supporting the company in I.T, I also supported production line through various roles in the company such as production scheduler, industrial engineer, procurement and administrative.

To date, my job scope had increased beyond Drilmaco Pte Ltd and extended my I.T support to sister companies (same shareholders) and helped to provide manpower and costs savings to the group of companies. Such examples are:

- Co-ordination of IT migration and projects with minimal disruption to the users
- Sourcing for IT equipment with savings of up to \$500 per month (e.g instead of using ISP services such as MPLS, invest in firewall equipment such as Sonicwall and Fortinet to reduce costs)
- Consolidation of Quotations from various vendors to provision the best investment for the company
- Supervising vendors during IT Projects and Implementation and assess their tasks involved
- CCTV sourcing and implementation for the security enhancement for the Company
- Consolidation of IT Assets and continuous improvement of the methods used to manage them (Dahua / AVTech / Hikvision)

In total, I have to support at least 150 support staff covering 3 plants in Singapore, 1 plant in Johor, Malaysia and 2 plants in Batam, Indonesia.

I have also helped to co-ordinate in factory re-location of IT Assets and Equipment at least 3 times seamlessly.

I have adopted the following computer skills during my career in Drilmaco Pte Ltd & its subsidiaries:

Computer Skills:

- PC Upgrade and Maintenance
- PC Security Implementation
- PC User-end Support
- Microsoft Office Applications (Word, PowerPoint, Excel)
- Microsoft Server 2003 – 2012 Deployment, Administration and Maintenance
- Microsoft SQL Server 2000 – 2008 Deployment and Administration
- IT Networking, Infrastructure Deployment, Maintenance and Security
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- IP PABX (Panasonic) Deployment and Administration
- Door Access System Deployment and Administration
- Infor ERP Deployment and Administration
- C++ Programming
- IT Project Management, Procurement and Budgeting

Professional Experience / Accomplishments (2 of 2)

2) Senoko Energy Pte Ltd, Singapore

18-Sep-2017 – Present

Senior Analyst, Digital Infra Operations, Digital Information Technology

I assisted the company in the role of Digital Infrastructure and IT Production Operations.

The IT Team of Senoko Energy Pte Ltd comprises of: Cybersecurity and Architectural, Infrastructure and Operations, Wholesale Applications and Retail Applications.

The Infrastructural and Production Operations team is the IT backbone of the organization, provisioning End-User Support, Server and Network Provisioning, IT Solutions for business requirements, IT ServiceDesk support and Production Control and Operations.

My role as a Senior Analyst role, handling in IT Production Operations is to ensure that IT Production Systems and Applications are properly housekeep and any changes have to be accounted for.

My role also includes Incident Management of IT incidents, compiling reports for any occurrences to log and account for root-cause analysis and findings.

Besides the primary role of IT Production Operations, I have also taken the following project roles:

- 1) Assisted and Co-ordinated the Renovations and Re-location of the Office Users from one Building to another.
- 2) Implement Document Management Systems for End Users to track document changes / audit trails, particularly with Legal Documents and Contracts
- 3) Lead Project to revamp our existing IT ServiceDesk to be more user-friendly and adoptable to every user
- 4) Maintain and upkeep Senoko Energy's Physical Access Control System (Pacom Unison)
- 5) Technical Refresh of our IT Production Monitoring Systems (Solarwinds Orion, Ipswitch WhatsUpGold) as well as the maintenance and upkeep of system assets to be monitored, generating reports for systems monitoring and active alerting.

In total, my team have to support at least 500 users in the Power Plant, as well as more than 15 vendors / contractors to provision security clearances and Workplace Safety and Health (WSH) requirements by Ministry of Manpower (MOM) Singapore prior to their commencement of work in the Power Plant.

Educational and Credentials

2010 - 2011, Nanyang Polytechnic

Specialist Diploma in Information Technology

Highest Academic Qualification: Degree

2004 - 2007, Nanyang Technological University

Degree in Mechanical and Aerospace Engineering

1999 - 2002, Ngee Ann Polytechnic

Diploma in Mechanical Engineering

CompTIA A+ Certified Professional (2006 Edition) - IT Technician

CompTIA Network+ Certified Professional

ITIL Foundation Certificate in IT Service Management (Effective 16-April-2018)

Professional References available upon request

Nanyang Technological University

Republic of Singapore



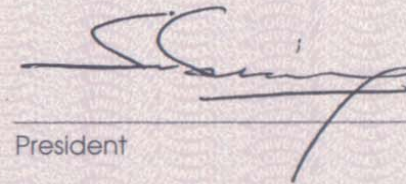
Degree of Bachelor of Engineering
(Mechanical Engineering)

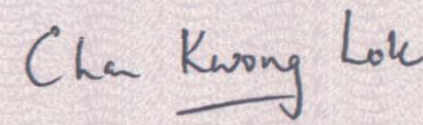
It is hereby certified that

Goh Zhi-Xian

having satisfied the requirements of the University, and having passed the Final Examination with Merit, was admitted to the Degree of Bachelor of Engineering (Mechanical Engineering) in ***March 2008.***




President


Registrar



NANYANG TECHNOLOGICAL UNIVERSITY

SINGAPORE

OFFICIAL TRANSCRIPT

NAME OF STUDENT : GOH ZHI-XIAN
PROGRAMME : ENGINEERING (MECHANICAL ENGINEERING)

MATRIC NO : 042257L03
IDENTITY CARD NO : S8211225A

2004-2005 SEMESTER 1

Code	Course	AU	Grade
FE1001	PHYSICS I	4.0	D
MP0001	ESSENTIAL MATHEMATICS	2.0	D
MP2001	MECHANICS OF MATERIALS		E
MP2005	FLUID MECHANICS	4.0	C
MP2006	MATHEMATICS 3		E
MP2009	TECHNICAL COMMUNICATION	2.0	D
MP2072	LABORATORY 2B	1.0	B

No. of Academic Units Earned : 13

2004-2005 SEMESTER 2

Code	Course	AU	Grade
G267	LIFE SCIENCES	2.0	D
MP2002	KINEMATICS AND DYNAMICS OF MACHINERY		E
MP2003	THERMODYNAMICS		F
MP2004	MANUFACTURING TECHNOLOGY AND MATERIALS	4.0	D
MP2007	MATHEMATICS 4		F
MP2071	LABORATORY 2A	1.0	B
MP2911	MACHINE ELEMENT DESIGN	3.0	D
#MP2001	MECHANICS OF MATERIALS	3.0	B
#MP2006	MATHEMATICS 3		E

No. of Academic Units Earned : 13

2004-2005 SPECIAL TERM I

Code	Course	AU	Grade
MP2079	ENGINEERING INNOVATION AND DESIGN	2.0	B

No. of Academic Units Earned : 2

2005-2006 SEMESTER 1

Code	Course	AU	Grade
GP09	LEADER'S ROLE IN THE DEVELOPMENT OF PEOPLE WITHIN AN ORGANISATION	3.0	A-
HL804	WORD & IMAGE	3.0	B+
MB101	ACCOUNTING	3.0	B
#MP2002	KINEMATICS AND DYNAMICS OF MACHINERY	3.0	B-
#MP2003	THERMODYNAMICS	4.0	C
#MP2007	MATHEMATICS 4	3.0	D+

No. of Academic Units Earned : 19

2005-2006 SEMESTER 2

Code	Course	AU	Grade
MP3079	INDUSTRIAL ATTACHMENT	10.0	A-

No. of Academic Units Earned : 10

2005-2006 SPECIAL TERM II

Code	Course	AU	Grade
GP12	CREATIVE RELATIONS FOR LIFE	3.0	B-

No. of Academic Units Earned : 3

2006-2007 SEMESTER 1

Code	Course	AU	Grade
HW310	PROFESSIONAL COMMUNICATION	2.0	B
MP3001	DYNAMICS & CONTROL	4.0	C+
MP3002	MECHANICS OF DEFORMABLE SOLIDS	3.0	C+
MP3003	HEAT TRANSFER	3.0	D
MP3011	ENGINEERING DESIGN	3.0	B-
MP3071	LABORATORY 3	2.0	B
#MP2006	MATHEMATICS 3	3.0	C

No. of Academic Units Earned : 20

2006-2007 SEMESTER 2

Code	Course	AU	Grade
MP4004	ADVANCED MANUFACTURING AND NANOTECHNOLOGY	3.0	C+
MP4005	FLUID DYNAMICS	3.0	D+
MP4008	HUMAN RESOURCE MANAGEMENT	3.0	B+
MP4011	MECHANICAL SYSTEM DESIGN AND ANALYSIS	3.0	B-
MP4079	FINAL YEAR PROJECT		IP
MP4F03	QUALITY ASSURANCE AND MANAGEMENT	3.0	C+
MP4F04	INTEGRATED SUPPLY CHAINS	3.0	B+
MP4F06	ENGINEERING LOGISTICS	3.0	D

No. of Academic Units Earned : 21

2007-2008 SEMESTER 1

Code	Course	AU	Grade
MP4007	ENGINEERS AND SOCIETY	3.0	B
MP4079	FINAL YEAR PROJECT	10.0	B+
MP4F02	MANUFACTURING SYSTEMS AND AUTOMATION	3.0	C+

No. of Academic Units Earned : 16

TOTAL ACADEMIC UNITS EARNED : 117

Note : Exempted from the first year programme on the basis of relevant diploma.

XXX END OF TRANSCRIPT XXX

REMARK : COMPLETED THE DEGREE OF BACHELOR OF ENGINEERING (MECHANICAL ENGINEERING) (MERIT)

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TRANSCRIPT GUIDE

GRADINGS

The following grading system is adopted:

Pre-academic year 1994-1995:

- IST - Distinction
(For Engineering, Computer Engineering & Materials Engineering)
- Excellent
- Very Good
- Good
- Pass
- Compensation Pass
(For Engineering, Computer Engineering & Materials Engineering)
- Fail

Academic year 1994-1995 to 2004-2005:

- IST - Distinction
(For Engineering, Computer Engineering & Materials Engineering)
- Excellent
- Very Good
- Good
- Pass
- Marginal Fail
- Fail

Academic year 2005-2006 onwards:

Grade Point Average (GPA) System The Grade Point Average System was adopted from academic year 2004-2005 in the School of Humanities and Social Sciences and implemented in all other Schools for students admitted with effect from academic year 2005-2006. Students admitted before that who are not in the GPA System follow the same grading system without the grade points.

The grade points corresponding to the letter grades are as follows:

Letter-Grade	Grade Point
A+	5.00
A	4.50
B+	4.00
B	3.50
C+	3.00
C	2.50
D+	2.00
D	1.50
E	1.00
F	0.00

NOTATIONS

- Subject with Pass/Fail grading only
- Repeated attempt
- In Progress
- Absent (with valid reasons)
- Exempted from subject
- Transfer credits
- Satisfactory
- Unsatisfactory

Academic Unit System The Academic Unit System was adopted from academic year 1993-1994 in the School of Communication & Information and was implemented in all other Schools from academic year 1994-1995. Students are required to obtain a specified number of academic units to fulfill the degree requirements. One academic unit is equivalent to one lecture hour for each one-semester subject over a 13 teaching week period.

Degrees awarded by the National University of Singapore Until June 1999, all engineering students underwent a common first year course at the National University of Singapore's Faculty of Engineering. On successful completion, students could opt to complete the remaining three years at the National University of Singapore or the Nanyang Technological Institute, the predecessor institution of the Nanyang Technological University.

Under a special arrangement with the Senate of the National University of Singapore, all engineering and accountancy graduates were awarded degrees by the National University of Singapore prior to 1 July 1991.

Certain categories of students may opt to be awarded their degree by either the National University of Singapore or the Nanyang Technological University in the years 1992 and 1993 for the School of Accountancy; and in the years 1993 and 1994 for the Schools of Engineering.

Transfer of Academic Units Students are allowed to take some subjects from another university and transfer the number of Academic Units earned from that university towards fulfilling the degree requirements of this University. Grades awarded by overseas universities and accepted by this University are indicated in the result slip.

Exemptions On the basis of relevant polytechnic diplomas, students in the Schools of Engineering and School of Materials Engineering may be granted exemption from the first year of study. Students in the School of Computing Engineering and School of Communication & Information may be granted subject exemptions.

General The University's medium of instruction is English.