

NUR SHAKIRA BINTE JAMIL

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EDUCATION

Apr 2023 – Current
(Graduating in May 2026)

Diploma in Cybersecurity and Digital Forensic, Temasek Polytechnic

Completed core modules in:

- Ethical Hacking and Intrusion Prevention
 - Forensics in Digital Security
 - Servers Administration and Security
 - Enterprise Networking
 - Network Security
 - IT Security Management and Audit
 - Secure Web Applications
- **GCE 'O' Level Certificate, CHIJ Secondary School (Toa Payoh)**
- Obtained 8 credits of O-level passes.

Jan 2019 – Dec 2022

SKILLS

Technical/Domain Skills

- Proficient in user interface design tools such as Adobe XD for a music app development.
- Proficient in project planning, scheduling, and tracking for school/class-based events.
- Experienced in Python, basic JavaScript, HTML and CSS code to develop Python-based games and website development.
- Experienced in Server Administration in CentOS 9 Linux System for organising disk space and user/groups permission.
- Knowledge of network security protocols and applications such as AWS (Amazon Web Services) Cloud and Cisco for networking topology.
- Familiar with ethical hacking skills and penetration testing on the Kali Linux Operating system for vulnerability assessments.
- Familiar with basic forensic analysis techniques and methods for computer hard disk.
- Familiar with customer service and operations for customer interactions and conducive workspace.

Generic Skills

- Proficient in basic computer skills (Microsoft Word, PowerPoint etc.) to create PowerPoints and research documents.
- Keen in Photography and Publicity work such as creating social media posts and editing videos.
- Possesses customer Service and customer engagement.
- Strong leadership skills and is self-assured when faced with challenges.
- Strong problem-solving skills that enable quick and efficient solutions during group work.
- Keen learner with relentless curiosity and eagerness to learn new concepts.
- Developed skill in verbal and written communication.
- Good interpersonal skills to create strong professional relationships.
- Flexibility to adjust to new work environment and people.
- Good time management in prioritising work.
- Able to utilise analytical thinking to assess risks and strategies.
- Able to work in Teams to complete a task or goal.

WORK EXPERIENCE

Oct 2023 – Oct 2024

Part-time Customer Service Officer

Samsung Service Centre

- Assisted customers with phone-related issues, ensuring effective resolutions and satisfaction.
- Managed phone repair registrations with accurate documentation and timely coordination.
- Acquired extensive knowledge of Samsung products, providing informed support and advice.

April 2025 – Sep 2025

ID Administrator Intern (SingHealth)

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- Provisioned, modified and decommissioned SingHealth application accounts and Active Directory IDs. Handled account creation/deletion requests and access changes.
- Responded to urgent Helpdesk escalations, assisted teammates with requests and coordinated with external vendors (e.g. Synapxe, Kyndryl) when required
- Administered accounts for Sengkang General Hospital, Sengkang Community Hospital and Outram Community Hospital. Maintained tracking in Excel and produced daily reports when assigned.

AWARDS/ACHIEVEMENTS

2021

Head of Publicity, Student Council Executive Committee 2021-2022

- In charge of the Student Council Instagram account and the school's public Instagram account.
- In charge of taking photos and videos during school events to capture memories.
- In charge of coordinating and communicating with external vendors or schools.
- Planned, organised, and carried out school events with my team.

2022

Leadership Commendation Award, Student Leaders Investiture 2022

- Received award for appreciation of dedication and service to CHIJ Secondary.

2022

Edusave Award for Achievement, Good Leadership and Service (EAGLES) 2022

- Received award for demonstrating leadership qualities, service to community and schools, excellence in non-academic activities and good conduct.

2023

Mother St Mathilde Award (Outstanding Leadership), Honors' Day 2023

- Received award for my leadership role in the Student Council Executive Committee.

2023

Mother St Gaetan Award (Outstanding Performance)

- Received an award for my performance as a competitive badminton player.

CO-CURRICULAR ACTIVITIES

2025 - current

Publicity Subcommittee Member, TP Women in Science and Technology

- Assist the Main Committee in networking events and projects.
- Assist with creating posters/social media post for the social media account.
- Attend Networking events in the STEM industry.

Subcommittee Member, Informatics, and IT Studies Club

- Assist the Main Committee in school events or projects.
- Held a booth on CCN (Campus Care Network) Day 2023.
- Student Facilitator for IIT Freshmen Orientation 23/24.
- Student Guide for Open House 2024; assist visitors to find venues and booths.

2019-2022

Assistant Head of Welfare and Media (2020), Badminton

CHIJ SJC Tournament, 2019

National School Games 2020 – 2022

- Represented School as a single badminton player against schools in zone.

Appointed Assistant Head of Welfare and Media, 2020

- Assisted the Head of Welfare and Media in activities for team bonding.
- In charge of taking photographs for the publicity of the team.
- Assisted in the planning of the CCA camp (games, schedule) together with the team.
- Ensure the team was taken care of during competitions (initiate cheering, giving advice).

REFERENCES

My Portfolio:

<https://shakiracyber.github.io/my-portfolio/>

Other references are available upon request.