

# Sinead Sng

Singaporean

Currently located in Singapore

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## Career Objective

Entry-level technical support staff looking to expand my knowledge and skills. I am a firm believer of hard work and stepping out of one's comfort zone. I regard teamwork as a crucial part of many projects, achieved through effective communication and active listening.

## Work experience

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### One Animation, Technical Support and CG Trainee (Contract)

23 June 2021 – Present

- Maintain existing workstations by replacing hardware parts
- Setting up new workstations for incoming employees
- Troubleshoot hardware, software, and network issues
- Assist senior staff in correcting issues by facilitating clear communication
- Received introductory training in Autodesk Maya.

### Singapore Red Cross, Tele-recruiter

13 August 2020 – 4 November 2020

- Educate existing and new donors in blood donation by creating informative social media posts.
- Increase client satisfaction by efficiently handling incoming calls or walk-in donors, dealing with appointments, enquiries and feedback.
- Be well-aware of the donation criteria, key events, and recognition programmes to assist with any enquiries as efficiently as possible.
- Recall and retain previous donors, as well as engage new donors by providing them with the best service and maintaining good phone etiquette.
- Boost productivity of the team by taking incoming calls from vendors and suppliers, and relaying information to respective colleagues in a timely manner.
- Assist with ad-hoc duties including data entry, packing and reorganising of stocks.

### Isetan Singapore, Sales Assistant

26 April 2018 – 20 June 2018, 25 October 2018 – 31 March 2019

- Assist senior colleagues and supervisors by performing my duties as well as ad-hoc duties to ensure daily operations run smoothly.
- Increase customer retention by prioritising customer satisfaction in resolving refunds, exchanges, and complaints.
- Communicate in a clear and concise manner when escalating issues to relevant superiors and managers so progress on case resolutions is well-understood and more efficient.
- Ensure a positive experience for customers by taking initiative in providing sales assistance, including informing customers of relevant product information and promotions.
- Assist in stock-taking, restocking, and updating inventory while managing other tasks.

## Education

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### James Cook University

- Bachelor of Information Technology (minoring in Human-Computer Interaction and Games Design)  
18 March 2019 – 18 June 2021
- Diploma of Higher Education (majoring in Information Technology)  
9 July 2018 – 9 March 2019

## **Kaplan Higher Education Academy**

- Diploma in Business and Information Management  
28 June 2017 – 23 February 2018
- Certificate of Foundation Studies  
15 March 2017 – 19 May 2017

## **Languages and skills**

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### **Languages**

- English, native
- Chinese Mandarin, native
- Japanese, basic (JLPT N4)

### **Technical competencies**

- HTML/CSS
- Python
- SQL
- UI/UX Design
- Video editing

## **Leadership and Activities**

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### **Agile & Scrum Introduction Workshop**

- Certificate of participation

### **James Cook University Singapore**

- Gaming Society (Club)
  - President: March 2020 – Present
  - Vice-President: March 2019 – February 2020
- English Peer Tutor
  - March 2019 – October 2020
  - Volunteer tutoring service offered by students, for students
- Dean's List
  - 2018-SP52, 2018-SP53, 2019-SP51, 2019-SP52