

Summary

- Around 6 years of experience in IT industry
- Good knowledge in: Java, C, HTML5, CSS, Javascript, HTML Canvas, C++, jQuery, RESTful
- Experience in: Python, C#, Git, Microsoft Word, Microsoft Excel, PHP, SQL, Perl
- Proficient in English and Mandarin (spoken and written)
- Main roles include
 - Gathering user requirements
 - Effort estimation
 - Providing advice to users based on understanding their requirements
 - Designing solution based on requirements and presenting to users
 - Execute the implementation based on the design
 - Write tests cases and support the User Acceptance tests
 - Provide post-deployment support
 - Managing project timeline on smaller scale projects

Experience

Inok System Pte Ltd - Technical Consultant

Nov 2018 - Current

- Implement ServiceNow IT Service Management, Field Service Management, Customer Service management solutions using ITIL framework
- Gather user requirement, solution and design the build
- Customizing Portals and widgets using HTML, CSS and JavaScript
- Liaise with user for user acceptance tests
- Provide post-deployment support to the users
- Integration with external systems using RESTful APIs
- Adhere to best practices when building and implementing solutions
- Maintaining in house asset management tool built with PHP and Yii framework

NCS Ptd Ltd - Automation Consultant

Jun 2016 - Aug 2018

- Gather requirements from users and advise them on the parts of the process that can be automated
- Script robots to help automate based on user requirements
- Liaise with user for user acceptance tests
- Provide post-deployment support to the users

Singapore Land Authority — Part Time Temporary Staff

Jan 2016 - May 2016

- Set up and publish a internship portal that will be used by SLA's interns to orientate themselves and get useful info
- Managed content and code of the web application developed from internship period
- Assist in managing the content and revamping the aesthetics of the microsite

Singapore Land Authority — Web developer Intern

Dec 2015 - Jan 2016

- Design, develop, test and deploy a web application for directory listing to engage up to 500 staff members
- Plan, design and create web graphics for a microsite to celebrate the company's 15th year anniversary
- Liaised with external vendors as part of a Virtual Reality pilot project for the HR department
- Produced a launch video for the microsite

NUS Business Analytics Centre — Student Helper

Jul 2015 - Aug 2015

- Effectively worked in a small team for registering and facilitating close to a hundred incoming postgraduate students, freeing up to 40 man hours per week for supervisor.
- Actively assisted professors in presentation equipment and attendance taking during classes.
- Successfully ensured the smooth flowing of the orientation, and helped the students when supervisor is not around.

Certis CISCO — Part Time Auxiliary Police Officer

Jun 2014 - Aug 2015

Ministry of Defence — Combat Medic Specialist

Feb 2010 - Dec 2011

- Trained and managed the medical platoon of 10 medics, as well as assisted superiors in various administrative and operational tasks.
- Coordinated with external companies to procure gifts and prizes for a battalion function catered for more than 300 people as part of the organizing committee.

Education

National University of Singapore, Singapore — Degree

Aug 2012 - Jun 2016

- Bachelor of Computer Science, Honours

University of Newcastle Upon Tyne, United Kingdom — Student Exchange Program

Jan 2015 - Jun 2015

Temasek Junior College, Singapore — GCE 'A' levels

Jan 2008 - Dec 2009