

Seah Wen Long

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OBJECTIVE Motivated and adaptable Computer Science undergraduate seeking a challenging and dynamic environment to contribute my technical knowledge and interpersonal skills toward making a meaningful impact in the IT industry.

PROFESSIONAL EXPERIENCE

Viksys Enterprise – IT Support
13 June 2025 – Current (Part-Timer)

- Provide on-site technical support to staff and users, ensuring minimal downtime and prompt issue resolution.
- Troubleshoot and resolve hardware, software, and network-related problems across various systems.
- Maintain IT infrastructure stability by performing routine checks, updates, and basic system maintenance.
- Document support activities and escalate unresolved issues to senior IT personnel when necessary.
- Assist in setting up workstations, installing software, and configuring devices for new or existing users.

ST Engineering Aerospace – Intern
2020 (6-month internship)

- Assisted in a machine learning project to automate repetitive tasks using UiPath
- Collaborated with a team of professionals to ensure project success.
- Adapted to various responsibilities based on workplace needs.
- Communicated effectively in English and Chinese.

Challenger Technologies – Direct Sales
June 2018 – 2021

- Delivered excellent customer service for high-value electronics (laptops, smartphones, printers).
- Worked under pressure to ensure customer satisfaction.
- Maintained smooth store operations in coordination with team members.

Elemen Restaurant – Waiter
October – December 2016

- Delivered attentive service and maintained a positive dining experience for customers.
- Worked under pressure to ensure customer satisfaction.
- Greeted and seated guests in a friendly and professional manner, ensuring high customer satisfaction
- Handled customer requests and resolved complaints politely and effectively

EDUCATION

Murdoch University, Kaplan Campus | 2023 – Present
Bachelor of Information Technology in Computer Science

- Modules completed: Databases, Data Structures and Abstraction, Principles of Computer Science, ICT Research Methods, Software Architecture, Object-Oriented Systems, Systems Programming, Intelligent Systems, and Project Management.

Temasek Polytechnic | 2018 – 2021
Diploma in Computer Engineering

- Completed modules: Electronic Prototyping, Microcontroller Technology, Object-Oriented Programming, Database Management Systems and Design.

**TECHNICAL
SKILLS**

- Programming Languages: Java, C, C++, Python, Oracle SQL, ASP.NET, HTML
 - Software & Tools: Visual Studio, MPLAB, RapidMiner, Eclipse, Code::Blocks, LabVIEW, Linux
 - Office Tools: Microsoft Word, PowerPoint, Excel
 - Other Skills: Soldering, wiring, drilling, testing & troubleshooting
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**CERTIFICATES &
WORKSHOPS**

- Analyzing Reports and Data – MADE SIMPLE!
 - Communicating and Influencing
 - Python Programming
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LANGUAGES

- English and Mandarin