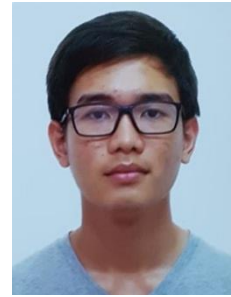

Isaac Tan Weng Hong

Phone Number: 97355463

Email Address: IsaacTanWH@hotmail.com



Experience

Desktop Support Engineer - Intern

January 2017– June 2017

- Provide on-site support to users facing any technical issues.
- Responsible for the proper functionality of computers, installation of software, setting up devices for new users and train users with the usage of hardware and software.
- Assisted with 2 Tech Refresh (Replacing of older computers)

Education

Institute of Technical Education (East)

2016-2017

Nitec in Info-Communication Technology (Network & Systems Administration)

Cumulative GPA: 4

Awards:

- Silver Course Medal (2018)
- Certificate of Merit (2018)
- Assistive Rehabilitation Technologies Student Innovation Challenge (ART SIC) Best Poster Award for Smart Home Therapist (App Development) - Mar 2016
- 2016 IT Essential NetRiders APAC and Japan Competition 1st Runner-up
- Service Star Award 2017 (Platinum)
- MTA Windows Server Administration Fundamentals: 98-365 Certification
- NCS Excellence Service Award (2017)
- Eagles Award (2016)

Ping Yi Secondary School

2012-2015

GCE N^oT^o Level

Yu Neng Primary School

2005-2011

Primary School Leaving Examination

Personal Skills

- **Task-Orientated**
- **Comfortable working alone or as a part of a team**
- **Customer Orientated**
- **Willing to learn**
- **Responsible**

Competencies

- **Handling/Setting up of Computer Hardware**
- **Software Installation**
- **Windows Server 2012**
- **Microsoft Word/Excel/PowerPoint**
- **Handling of Cisco Switch/Routers**
- **Troubleshooting**