

# Lim Jia Wei

IT Administrator

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## INTRODUCTION

Experienced in IT Support/Administrator with 2 years of experience in IT Industries. Excellent reputation for resolving problems and improving customer satisfaction.

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## EXPERIENCES

### ***IT Administrator***

LOGISTICS CONSTRUCTION PTE LTD, SINGAPORE

July 2021 — Present

- Provide 1st tier helpdesk support and software installations/configurations for over 50 employees to improve workflow efficiency.
- Assist users in identifying critical issues and restore operations within service hours.
- Create and maintain company website and databases to include completed projects and upload announcements.
- Communicating closely with management team regarding needs, concerns or issues in the office and sites.
- Assist in redirecting phone calls to the relevant departments.
- Manage IT inventories to ensure ample supplies of IT equipment.

### ***IT Support Assistant***

BSH HOME APPLIANCES, SINGAPORE

Oct 2017 — Sept 2018

- Create helpdesk tickets, troubleshoot, and provide first tier helpdesk support for over 100 employees.
- Set-up and configure workstations for newly joined employees.
- Load essential software and permissions for new employees to ensure smooth onboarding process.
- Assist users in identifying critical issues and restore operations within service hours.
- Maintained company's telecommunication environment terminal and port infrastructure configuration.
- Perform software installations and hardware modifications to improve workflow efficiency.
- Perform test on different servers and workstations to enhance security and performance.

### ***Hardware Support Internship***

SIMPLY CONNECT PTE LTD, SINGAPORE

Apr 2014 — Sept 2014

- Perform hardware troubleshooting sent in by customers.
- Provided on-site hardware support to ensure customer's satisfaction.

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## EDUCATION

### **Republic Polytechnic, Singapore**

Diploma in Information Technology

Apr 2015 — Apr 2018

### **ITE College West, Singapore**

Higher NITEC Diploma in Information Technology

Apr 2013 — Mar 2015

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## KEY SKILLS

**Software Diagnosis, Data Recovery, Technical Support, IT Service Management, Hardware and Software Upgrades, Helpdesk Support, Application Installations, Python, Bash Script, Shell Script, HTML5 / JavaScript, SQL, Database Fundamentals**

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## SYSTEMS & SOFTWARE

**Microsoft Windows / Linux, Microsoft Windows Server 2020, Microsoft Office 365, Microsoft Visual Studio Code, GitHub**