

BILLY AM | Billy@BillyAM.com

EXECUTIVE SUMMARY

Highly Motivated Singapore Permanent Resident with 9-years of experience in **Computer Technology**, Project and **Data Management** with **Oracle 11gR2, Microsoft SQL Server Data warehouse** with a **proven** track record of consistent **contributions** to increase production, **quality**, cost effectiveness and management capability. An **Effective Communicator** and team builder skilled in cross-functional team collaboration with all **operating departments**. Key player in strategic planning, top achiever with an outstanding commitment. A self-starter known as a people person and strong **team player** who thrives on challenges **and developing** sound business solutions to problems through initiative, knowledge, and ensuring the **achievement of specific goals**. Delivered performance **improvement** through cost reduction, **production**, efficiency and company culture of **continuous improvements**.

EDUCATION



- 2011–2013 University of Newcastle (PSB)(PT) Bachelor in IT (Major in Software Dev & SQL)
- 2002-2005 Ngee Ann Polytechnic Diploma In Information Technology (Software Engrg)
- 1998-2001 Clementi Town Secondary School - GCE 'O' Level
- 1996-1997 Jin Tai Primary School - PSLE

Oracle 11g Administrator Certified Associate Certification Training at Oracle Singapore (NTUC)

- Completed Oracle 11g Administrator Certified Associate training @ Oracle University Singapore
- Passed Oracle 11g Administrator Certified Associate certification exam (1Z0-052) with 72%

SAS Base Certification Training at SAS Institute Singapore.

- Completed SAS Programming 1 training.
- Completed SAS Programming 2 training.
- Passed SAS Certified Base Programmer for SAS 9 with 94%

Oracle SQL Expert Certification Training at Oracle Singapore (NTUC)

- Completed Oracle SQL Programming @ Oracle University Singapore
- Passed Oracle SQL Expert certification exam (1Z0-047) with 83%

Completed NUS-ISS : NICF – Statistics Bootcamp Using R and Tableau (2014)

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TECHNICAL CERTIFICATIONS

- June 2016 Oracle University Singapore Oracle Certified Associate (Oracle 11g Administrator Certified Associate)
- Nov 2013 Self-Study VMWare Certified Associate – Data Center Virtualization
- Dec 2013 Oracle University Singapore Oracle SQL (Oracle SQL Expert Certification)
- Nov 2013 SAS Institute Singapore SAS Programming I (SAS Base Programmer Certificate)
- August 2013 Self-Study Failed RHCSA at First Attempt (199/300)
- Oct 2010 Self-Study Obtained LPIC – 1 Certification
- Sept – Oct 2010 Self-Study Cert for IT Security Technician (CompTIA Security+)
- Sept – Oct 2010 Self-Study Cert for IT Network Technician (CompTIA Network +)
- Sept – Oct 2010 NTUC Learning Hub Pte Ltd Cert for IT Service Technician (CompTIA A+)
- Oct – Dec 2010 NTUC Learning Hub Pte Ltd Obtained CCENT (2011)
- Oct – Dec 2010 NTUC Learning Hub Pte Ltd Obtained CCNA (2011)
- Mar – July 2011 NTUC Learning Hub Pte Ltd Obtained MCSA (2011)

TECHNICAL SKILLS

- | | | |
|----------------------------------|---------------------------------|----------------------------|
| • SAP Business Objects Developer | • Crystal Report Developer | • SQL Server Administrator |
| • Oracle DBA | • Windows / Linux Administrator | • Project Management |
| • VM Ware | | • AS400 |

SUMMARY OF QUALIFICATIONS

- Participated in large , multi-department projects development process from initiation to closure; Planning and execution of milestones
- Managed teams delivering IT implementation and upgrades across a broad range of technologies
- Effectively managed project scope by ensuring any changes are documented and approves with proper procedures
- Over 9 years of strong and diverse experience in all facets of communication and systems backup.
- Able to quickly learn and adapt to new technologies and environment

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PROFESSIONAL EXPERIENCE

Sing Investments & Finance Ltd Feb 2014 – Present

Sing Investments & Finance Limited is a finance company listed on the Singapore Stock Exchange with more than 40 years of lending experience in the financing arena.

Assistant Manager

Main Responsibilities

1) General Server Administration (Backup/Restore/Configuration/Security/Vulnerability Analysis)

- Oracle 11gR2 Installation and Administration (Users , Security , Backup / Restore , Report Extraction)
- SQL Server Data warehouse Administration (Backup / Restore , Users & Account Security , Jobs)
- Active Directory (Users and Security Administration)
- VSphere Server Administration
- Xen Server Administration
- WebLogic Server Installation and Administration (Administration / Maintenance / Security)
- Apache Tomcat Administration (Administration / Maintenance / Security)
- JBOSS server Administration (Administration / Maintenance / Security)
- Apache web server Installation , Setup and Administration (Administration / Maintenance / Security)
- IIS Administration (Administration / Maintenance / Security)

2) Assist in ongoing Project Management

- End-user training
- Communicating with developers on issues
- Applying patches on Weblogic and Oracle Database
- Developing Test Cases
- Documentation

3) SQL Data warehouse Development (ETL Operations)

- SQL Querying
- Views
- Triggers
- Data warehouse and SAP Business Objects Universe Connection
- Users and Security

4) SAP Business Objects Development (Data Services Designer, Universe Designer, Web Intelligence, Infoview)

- SAP Business Objects Development Reports
- SAP Infoview Projects

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- Business Objects Batch Jobs Administration

5) Crystal Report Development

- Document project requirement with business owners
- Prepare for data extraction for report development
- Development of Crystal Reports
- UAT management
- Deployment of reports

6) AS400 Processing and Administration

- User Administration
- Permissions
- EOD Processing

Alpsoft Technologies Pte Ltd

Alpsoft Technologies is a local System Integrator (SI) and software reseller company since 2002 and has served many SMEs and MNCs in Singapore. Also responsible for preparation of sales documents such as customer quotations, purchase orders and delivery orders. Also the main contact/technical person with the software vendors , such as Atempo , N-Able , VMWare , Cisco , Microsoft , Dell , HP etc.

Oct 2012 – Feb 2014 Solutions Consultant

- Administration and Maintenance of company IT Infrastructure
- MailEnable Email Server
- Sharepoint Server
- Web Applications Server
- DNS Server
- Fortigate Firewall
- APC UPS
- Cisco/Intel Switches
- Cisco Router
- Linux and Solaris Servers
- Cloud server hosted at Singtel Alatum Datacenter
- Singtel iPhonenet (such as call forwarding)

Providing consultation services to existing customers of Atempo Backup software (main product)

- Training (for both End Users and Administrators)
- Configuration and Maintenance of Software
- Pre and Post Sales documentations and trainings

Providing ad-hoc consultation services for the following software , including sales

- VMWare (vCenter and vSphere)
- Active Directory

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- Webhosting Solutions
- Backup System/Network for outsourced IT Systems.

Daily Administration Tasks

- Ensuring the printer and fax is working and if needed order the toners from Ingram/ECS
- Ensuring that server backups have run properly (using ntbakup)
- Ensuring that firewall is working and is not breached
- If required by the developers , set up Virtual Machines for testing purpose as well as dns
- Ensuring that wireless access via the office wireless router is available
- Providing support to existing customers via email/phone as well as preparing sales documents
- Making appointments with potential customers

OTHER ROLES

- June 2013 – Relocation of Atempo Cloud Server due to Singtel Alatum Tech refresh
- 2011 – Oct 2012 MIS Officer April Amtek Precision Engineering Pte Ltd
- Aug 2010 – April 2011 IT Technician Servlink Technology Resources (IT Outsource Co)
- April 2010 – July 2010 Halano Pte Ltd (Selling Hand phones accessories)
- Aug 2006 – June 2008 Retail Sales Assistant Pageone Singapore
- Dec 2005 – June 2006 Junior IT Engineer Resolvo Systems (Computer/IT – Software)

PROJECTS

Nov 2012 – Shutting down of servers/routers due to office building power shutdown.

March 2013 – Relocation of servers from data center to customer main office

April/May 2013 – Relocation of Alpssoft Main office

- Notifying existing customers of the relocation
- Working with Singtel to setup iPhoneNet services for the new office
- Working with Singtel to setup Fibre Network for the new office
- Working with Singtel for the Alpssoft Network (eg IP address)
- Assisting the management with the design and layout of the server room
- Preparing for relocation of the servers
- Relocating/racking of the servers
- Testing router/firewall
- Setting up the office internal Phones and Networking patch panel

Amtek Precision Engineering Pte Ltd

Amtek Precision Engineering is a leading global macturer of precision engineered components with strong product design, tooling and assembly capabilities. Amtek is currently listed on the Singapore stock exchange , STI.

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April 2011 – Oct 2012

MIS Officer

Responsible for installation and maintenance of the hardware and software for the entire Singapore office and other duties assigned.

Hardware – PCs , Printers , Monitors

Software – Windows (XP , Vista , 7) , MS Office (2003 , 2007 , 2010) , SAP Client , AutoCAD installation and other ad hoc duties.

Secondary duty – SAP Authorization Admin

Responsible for SAP ID creation and addition and deletion of single , composite roles and T-Codes for the users. Familiar with the following T-codes for authorization purpose.

- su01
- pfcg
- suim

Servlink Technology Resources (IT Outsource Co)

Aug 2010 – April 2011

IT Technician

Station at the front desk, handle service enquiries & customers for HP Laptop

Repairing of HP laptops for customers , such as changing of LCD / Motherboards.

Involve in the SOE Project work in the area of migration and deployment of the Government Officers laptops and desktops to new SOE Project. The project involves migration of user accounts and documents from the old to the new laptops as well as migration of Lotus Notes emails to Microsoft Outlook.

Provides technical support to end users and IT troubleshooting services

Reason Leaving: For better job opportunity

Halano Pte Ltd (Selling Hand phones accessories)

April 2010 – July 2010

This is a family business; I assist in handling direct sales on the hand phone accessories

Pageone Singapore

Aug 2006 – June 2008

Retail Sales Assistant

A Book Lover, I join this Company in handling the maintenance in the Professional Book Section

Handled customer servicing, attend to their enquiries

Order of books

Coordinate delivery schedule

Reason Left: No sign of career advancement

Resolvo Systems (Computer/IT – Software)

Dec 2005 – June 2006

Junior IT Engineer

Responsible for web programming activities using JSP/Tomcat

Involved in National Library Board Server maintenance project work

Handle SUSE Linux Servers

Reason Left: Long working hours from 9 am to 9 pm