



Education

University of Warwick, UK

BSc (Hons) Computer & Business Studies

(Sep 2003 – Jul 2006)

- Graduated with Upper 2nd Class Honours

Other Academic Qualifications

- Cambridge A-Levels – Mathematics (A), Further Mathematics (B), Physics (B)

(KTJ Malaysia, Jun 2001)

Work Experience

Volvo Logistics (UK) Ltd. Warwick, United Kingdom

Summer Internship Trainee

(Jul 2005 – Aug 2005)

Project Assignment : Evaluation of Pre-Carriage Set-up

- Performed benchmark study and analysis of Volvo Logistics' Inbound Pre-Carriage operations set-up.
- Conducted optimisation and simulation work on future possibilities for the operations set-up.
- Assisted Risk Management department with transport claims support.
- Prepared risk prevention manual for handling of Volvo, Jaguar & Land Rover cars.

Personal growth areas included knowledge of the business & risk management processes, as well as data analysis, communication & customer service skills..

University of Warwick Information Technology (IT) Services Coventry, United Kingdom

Residential Computing Advisor

While at University (Sep 2003 – Jun 2004)

- Provided hands-on user support to students on network and troubleshooting user problems.
- Worked with network operation staff to resolve technical problems and network faults.
- Assisted with student training, at information desks, and with implementation of student computer scheme.

Personal growth areas included communication, support and customer service skills, and technical expertise.

Shell IT International (SITI) Cyberjaya, Malaysia

Summer Industrial Trainee, Data Centre Operations

(July 2003 – Sep 2003)

Project Assignment : Security Systems Integration

- Assisted with planning & feasibility analysis of project plan.
- Administrated all physical works for installation & testing of the project equipment.
- Worked along Operations team to do data backup, systems checking and troubleshooting.

Personal growth areas included knowledge of the business, communication, presentation and project management skills, as well as technical expertise.

The Hardback Bookshop Kuala Lumpur, Malaysia

Retail Assistant / IT Consultant

(Nov 1997 – Jan 1998)

- Assisted in retail sales, created database systems, and performed installation of office network.

Personal growth areas included bookkeeping and IT-related skills, as well as sales experience.



Part-Time Work

Warwick Arts Centre Coventry, United Kingdom

Voluntary Performance Steward

While at University (Oct 2003 – Jun 2006)

- Usher & cloakroom work for various arts performances and film presentations.

Personal growth areas include customer service skills.

Pearl Group of Hotels & Restaurants Kenilworth, United Kingdom

Lounge Pianist

While at University (Oct 2003 – Dec 2005)

- Live piano performance in Raffles Restaurant, typically 2 evenings weekly.

Co-Curricular Involvement

University of Warwick Big Band

IT Coordinator

(Feb 2005 – Jul 2006)

- Website (thebigband.co.uk), databases and society mail-list management.
- Involved in the organisation of local and international tours and performances, as well as society events.
- Session and tour drummer.

Personal growth areas include IT expertise, teamwork and organisation skills.

University of Warwick Malaysian Students' Association (MSA)

President

(2003 term)

- Headed an active cultural and welfare society of over 200 students.
- Led a team of 15 committee members.
- Organised internal and inter-university sport meets, as well as various cultural and recreational events.
- Successfully organised **Malaysia Night 2003** – a large-scale cultural performance event.

Personal growth areas include leadership, project management and teamwork skills.

- Student Residential Representative for Tocil Residential Flats.

Skills

Professional Skills

- Recognised ability in verbal, written and graphical communication & presentation.
- Notable ability in project management, strategy development and data analysis.

Computing Skills

- Proficient in the use of many common business and internet applications.
- Advanced skills in hardware and software troubleshooting.
- Fundamental knowledge of JAVA, HTML and SQL programming languages.

Proficient in written and spoken English, written and spoken Malay. Fluent in spoken Mandarin.

References

- A list of academic and professional referees is available upon request.