

David Koo

Country: Indonesia

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Summary

Results-driven, multi-lingual, and determined Information Technology professional with a high level of interest in a challenging career in programming, software, and analyst opportunities that will promote career growth and enhancing technical skills. Proven experienced in providing optimal IT support services in a fast-paced environment, committed to going above and beyond individual client needs and able to work in a team or independently in busy environments.

Skills

Programming: C#, ASP.NET, C++, C, JavaScript, Python, SQL, Java, HTML, CSS, XML

Mobile Development: Xamarin, Android Studio

Database: SQL Server, MySQL, Microsoft Access

Graphic Design: Adobe Photoshop, Adobe Illustrator

Operating System: Microsoft Windows, macOS, Linux (Debian, CentOS, Ubuntu)

Hosting: WHMCS, cPanel, Kayako, HostBill, phpMyAdmin, Plesk, DirectAdmin Klox

Chat Application: Zendesk Chat (Zopim), LiveChatInc, LiveZilla

Office: Word, Powerpoint, Access, Excel, Project, Visio, OneNote

Work experience

PaulVPS - WitLayer Technologies Inc (China) Feb 2013 - Aug 2013
Remote Technical Support Staff (Part-time)

- Reply all enquiries from clients such as complaints, products feature, etc.
- Monitor and administrating live chat activities.
- Help customers identify and resolve issues pertaining to dial up configuration, web hosting and domain registration.
- Collect information through client emails and live chat to identify and report product problems.
- Provide remote support using software such as Team Viewer, VNC Server, and Remote Desktop.

P.T. WebCOM (Indonesia) May 2012 - Aug 2013
I.T. Support Technician

- Repairing, replacing, troubleshooting and setup PC (Software and Hardware), for example replacing RAM, hard drive, video card, LAN card, Installation of Windows OS (Windows XP, 7, Vista, 8), whether it's on-site or off-site.
- Modification and repairing printers (Canon and Epson) such as Printer Continuous Ink Flow System Modification.
- Installing and configuring hardware, software, and networks for PC's and servers with multi-user operating and networking systems.
- Manage testing procedures for newly installed hardware and software applications.
- Ensure maintenance of end user workstations and peripheral devices.
- Assist with network troubleshooting procedures.

Language

- English
- Chinese
- Bahasa Indonesia
- Malay
- Teochew Dialect
- Hokkien Dialect

Qualification & Award

UON Information Technology Student Ambassador

Represent IT undergraduate degree for the Dare to Dream campaign.

SCS Gold Medal Awards 2017

Awarded for academic excellence and strong involvement in the Singapore Computer Society Student Chapter.

SCS Gold Medal Awards 2016

Awarded for academic excellence and strong involvement in the Singapore Computer Society Student Chapter.

Google Digital Garage Certification

The Digital Garage course consists of 23 modules covering wide ranges of subjects from marketing fundamentals, search, email, social media, display, video, e-commerce, geo-targeting and analytics.

Psychological First Aid Online

Interactive and professionally-narrated course to learn the core goals of PFA and role of a provider in a post-disaster scene.

Work experience

SwitchVPN (India) Jan 2013 - Jun 2013
Remote Technical Support Staff and Sales Staff (Part-time)

- Respond to sales and technical support requests from clients via ticketing system (WHMCS) and LiveChatINC (a web based chat software) and resolved product issues.
- Provide guidance and instruction for setting up VPNs on Windows OS, troubleshooting and resolving errors.
- Manage server monitoring tickets and repaired systems in the event of failures.

RemoteVPN (USA) May 2012 - Dec 2012
Remote Technical Support and Sales Staff (Part-time)

- Assist clients with their Virtual Private Network issue for example, unable to connect to the network, installation error.
- Assist Live Chat request from client using Zendesk Chat (Zopim).
- Handle sales and support related questions.
- Assist customers with upgrades, downgrades, new orders, etc (up-sell).
- Analyse, diagnose, and troubleshoot VPN issues.

Education

University of Newcastle Aug 2015 - Sep 2017
Bachelor of Information Technology with Distinction

- Major in Enterprise Information Technology and with a major in Software Development and Applications.
- Awarded the degree 'with Distinction'.

PSB Academy May 2013 - May 2014
Foundation Diploma in Business Studies

Activities

Singapore Computer Society – UONS Student Chapter Jul 2016 – Oct 2017
President

- Honed leadership skills by coordinating a team of 10 executive committees to organised events.
- Maintain frequent contact with faculty and administration.
- Participate in student council sponsored activities/events and SCS Student Chapter activities/events.
- Organised Singapore Computer Society Movie Fiesta, SCS UON Orientation Event, Technopreneur Night etc.

SCS Splash Awards 2017 – Drone Challenge Aug 2017 – Oct 2017
Student Committee

- Work with other students and administrators to implement initiatives and solutions.
- Suggest, develop and implement solutions to problems related to the event.
- Monitor students during the competition to ensure that the student perform within the discipline, within the rules provided by the Committee member.
- Help in designing the event poster, EDM, and website slider.

PSB Academy Writing Club Dec 2015 – Sep 2017
Member

PSB Academy Indonesian Student Association Aug 2015 – Aug 2017
Member