

Abdul Hakim

87911992 | abdulhakimjasmani@gmail.com | abdulhakimj.com

9 YEARS IT ROLE | 3 YEARS CUSTOMER SERVICE

Notice Period: 1 Month

IT professional with 9 years of experience — 5 years in Cloud Engineering, 2 years in both Desktop Engineering, and Helpdesk Support. Highly adaptable across diverse sectors, with strong problem-solving skills and a quick ability to learn new systems. Currently expanding into UX/UI, combining technical expertise with creativity and user-focused thinking.

CORE SKILLS

IT Support • Troubleshooting • Customer Service • Incident Management (ServiceNow, Jira) • CRM Systems • Active Directory • Remote Support • AWS Support • Microsoft Office 365 • Design Tools (Canva, Photoshop, Figma) • Communication • Problem Solving • Time Management • Team Collaboration • Linux • Windows

Independent Initiatives

Mettle Manpower — Website & CRM Development 2026

- Developed a functional website and CRM to streamline manpower operations.
- Leveraged AI-assisted development to turn business requirements into practical digital solutions.

BridgeRunner — CRM Implementation & Integration 2020

- Integrated WhatsApp, Facebook and Instagram into a centralised CRM.
- Configured conversation pipelines to track customer enquiries and manage follow-ups.

Professional Experience

NCS (Persol Singapore)	**November 2024 - Present**	*IT Support Helpdesk – Level 1 (CAT 1 Cleared)*
Accenture (Zenith Infotech)	**November 2023 - October 2024**	*Customer Service Officer (CAT 1 Cleared)*
1Cloudstar	**January 2018 - September 2023**	*AWS Cloud System Support – Level 1 (CAT 1 Cleared)*
Tele-Centre	**May 2016 - December 2017**	*IT Desktop Support Level 2 | Customer Care Officer*
Singapore General Hospital	**April 2014 - April 2016**	*Health Information Management Services Clerk*
Chevron Singapore	**October 2013 - March 2014**	*Data Entry Customer Service*

EDUCATION

Diploma in Digital Communication 2026
Ngee Ann Polytechnic

Nitec In Multimedia Technology 2010
ITE College West

GCE N(A) Level 2008
Westwood Secondary School

PSLE 2004
Boon Lay Garden Primary School

PROFESSIONAL CERTIFICATE

CompTIA Tech+
COMPTIA

Food Safety and Hygiene-1
AVANTA ACADEMY PTE. LTD

Provide Go-the-Extra-Mile Service
SERVICE QUALITY CENTRE PTE LTD

Apply Workplace Safety and Health in Process Plant
NEW WEST COAST (PRIVATE) LIMITED

PART TIME EXPERIENCE/CONTRACTOR

Mettle Manpower	*Website builder | Warehouse | Delivery assistant | Events | Maintenance Worker* **[2019-]**
Hong Ye Group	*Maintenance worker* **[SEPT 2025 - JUL 2026]**
Challenger	*Retail* **[2023 - 2024]**
Arjo (Mettle Manpower)	*Storeman | Maintenance Technician* **[DEC 2025 - AUG 2026]**
JortServices	*IT - Migration to google workspace* **[2022]**
Bridgerunner	*Delivery Assistant | Customer Service Call Centre | Managing company's CRM* **[2020 - 2023]**
Castlery Singapore	*IT* **[2015]**
Swensen	*F&B* **[2008-2009]**



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Professional Experience

IT Helpdesk **Nov 2024 - Present**

NCS

- Served as the first point of contact for IT support requests via phone and email.
- Provided first-contact resolution by troubleshooting and resolving user issues.
- Escalated unresolved incidents to the appropriate support teams for further investigation.
- Managed and monitored support cases to ensure timely follow-up and resolution.
- Handled high call volumes of up to 50+ calls per shift while maintaining service quality.
- Managed multiple shared mailboxes and responded to support requests from various organizations.
- Ensured all incoming incidents, service requests, and inquiries were properly logged and attended to.
- Delivered professional customer service and technical support to end users.

Customer Service Officer **Nov 2023 - Oct 2024**

Accenture

- Served as the first point of contact in a high-volume call centre environment.
- Handled 50 to 100+ calls per shift while maintaining service quality.
- Assisted customers with enquiries, requests, and issue resolution.
- Managed challenging and difficult customers professionally while working towards effective resolutions.
- Followed up on outstanding requests to ensure timely resolution and customer satisfaction.
- Worked effectively in a shift-based environment, including high-demand periods.
- Maintained strong service standards and consistently delivered professional customer support.

Cloud Support Level 1 **Jan 2018 - Sep 2023**

1Cloudstar

- Provided Level 1 cloud and infrastructure support through email and phone requests.
- Monitored and maintained production environments to ensure servers remained operational and stable.
- Supported AWS cloud infrastructure and performed routine operational tasks.
- Used Linux environments to perform system maintenance, cleanup, and troubleshooting activities.
- Remotely accessed user workstations and servers to diagnose and resolve technical issues when required.
- Provided on-site technical support and travelled to customer locations when necessary.
- Performed monthly server patching during scheduled night shifts to ensure systems remained secure and up to date.
- Worked primarily in a shift-based production support environment, responding to operational issues and service requests.
- Monitored system health and addressed incidents to minimize service disruptions and maintain availability.



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Professional Experience

Customer Care Support / IT Desktop Engineer level 2 **May 2016 - Dec 2017**

Tele-Centre

Customer Care Support

- Served as the first point of contact in a high-volume call centre environment for a government project.
- Handled incoming calls and provided customer support and assistance.
- Managed incoming emails and responded to customer enquiries and requests.
- Maintained service standards while handling a high volume of customer interactions.

IT Desktop Engineer – Level 2

- Provided Level 2 desktop support through phone calls, emails, and face-to-face walk-ins.
- Diagnosed and repaired laptop hardware issues when required.
- Liaised with vendors to source and coordinate replacement parts for customer laptops.
- Set up workstations and IT equipment for new hires and VIP users.
- Assisted new employees with IT onboarding and supported employees during offboarding.
- Reimaged laptops and performed system setups when required.
- Created backups of user data before performing repairs or reimaging.
- Provided loan laptops when user devices needed to be retained for an extended period.
- Decommissioned end-of-life laptops in accordance with IT procedures.

HIMS Clerk **Apr 2014 - Apr 2016**

Singapore General Hospital

- Worked in a hospital environment supporting the Medical Reports Department.
- Rotated between two roles on a bi-weekly basis: call centre support and front-counter customer service.
- Handled a high volume of incoming calls and emails regarding patient medical report requests.
- Assisted patients and visitors at the front counter with enquiries and report requests.
- Liaised with doctors and nurses across different departments to ensure patient requests were properly addressed.
- Managed difficult or challenging customers professionally at the service counter.
- Retrieved and located patient medical reports from physical records when required.
- Processed payments and handled petty cash, credit/debit cards, and cheques over the counter.
- Maintained accuracy and confidentiality when handling patient records and transactions.

Data Entry Customer Service **Oct 2013 - Mar 2014**

Chevron SIngapore

- Managed incoming emails, calls, and faxes related to customer orders.
- Coordinated and processed order-related requests with relevant teams.
- Conducted monthly warehouse inspections to identify potential safety hazards and accident risks.
- Prepared reports and updates for team meetings.
- Assisted the picking team by locating and preparing items for order fulfilment.
- Coordinated with warehouse staff to ensure items were picked accurately and efficiently.