**TONY BENJAMIN RESUME**

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**Summary**

Motivated and detail-oriented professional with hands-on experience in system integration, troubleshooting, and technical support. Skilled in networking tools, programming, and project collaboration, with a strong ability to adapt to challenges and drive solutions. Seeking opportunities to apply technical expertise and problem-solving skills in a dynamic environment.

**Personal Qualities**

* **Obsessive-Compulsive Discipline (OCD):** I have a keen eye for detail and maintain a high standard of organization and precision in my work.
* **Attentiveness:** I am highly observant and attentive to both the broader picture and finer details, ensuring thorough and accurate results.
* **Resilience:** Failing has never been a reason for me to give up, and giving up is not in my vocabulary.
* **Adaptability:** I embrace challenges and view them as opportunities for growth and improvement.
* **Dedication:** I am determined to provide exceptional results and contribute to the success of the company.

**Working Experience**

**Assistant Engineer December 2022 – Present**

ST Engineering Urban Solutions Ltd. (PIS/MRL) – Ang Mo Kio

➢ Assist STE-TW/TYGL, TRB, PIDS, AFC, ISCS, PSD Project in design, configuration documents and all ad-hoc duties

➢ Conducted production testing and ensured seamless delivery of systems

➢ Provided on-site technical support at various depots for Passenger Information Systems and Radio Communication Systems

➢ Collaborated with key stakeholders, including LTA, SMRT, Alstom, HRC, and Motorola, to maintain optimal train system functionality

➢ Operated Radio Communication Control Panel (RCCP) within SMRT Operations Control Centre (OCC) for R151 and R1601 projects

➢ Led system integration efforts for train-borne projects, ensuring cohesive implementation

➢ Performed log analysis using Notepad++, diagnosed technical issues, and compiled detailed weekly reports

➢ Supervised sub-contractors, overseeing planning and execution to meet project timelines and standards

➢ Verified purchases by comparing them to a master list

➢ Ensured accuracy in product measurements and reliability for First Article Inspection (FAI) and Final Acceptance Test (FAT)

➢ Attained internal (ST Engineering) and external (Alstom) Environment, Health and Safety (EHS) certification

➢ Troubleshoot L2/L3 switch configurations and dismantling of train equipment

**Assistant Teacher (Internship) June 2019 – August 2019**

LEGO WorkLab - Orchard

➢ Educated children aged 3 to 12, fostering creativity and problem-solving through hands-on learning  
➢ Instructed students on LEGO components, encouraging innovative thinking to construct complete models  
➢ Guided children in programming LEGO figures, enabling interactive and functional designs  
➢ Designed an engaging learning game to enhance understanding and make learning more efficient

**Additional Experience**

**Temperature Screener/ SDA February 2020 – June 2020**

RecruitFirst Pte Ltd / Mercatus - Jurong Point

➢ Ensured public compliance with safe distancing measures in high-traffic areas  
➢ Conducted temperature screenings to uphold health and safety protocols  
➢ Provided crowd management support using loud hailers to guide queues and directions  
➢ Led peer supervision to maintain efficiency and adherence to procedures  
➢ Collaborated with Social Distancing Management to enforce mask-wearing policies  
➢ Professionally mediated conflicts among members of the public

**Service Crew September 2018 – April 2019**

Sushi Express - Sembawang

➢ Delivered exceptional customer service by greeting, seating, and assisting guests  
➢ Attended to customers’ needs and provided prompt food and beverage service  
➢ Maintained cleanliness and organization in dining and kitchen workspaces  
➢ Coordinated with kitchen teams and supervisors to enhance customer satisfaction  
➢ Managed multiple responsibilities in a fast-paced environment

**Service Crew December 2016 – March 2017**

The Sushi Bar - Orchard

➢ Opening preparation and dish washing

➢ Maintain a high standard of work in accordance with the manager instructions

➢ Taking responsibility for drink preparation prior to drinking, including cleaning and storage

➢ Learning of different skills and practice those skills by implementing them in actual tasks throughout service

➢ Carrying out a range of different tasks simultaneously in a brief amount of time

➢ Ensuring cleanliness and hygiene in assigned areas of work during and after service

**Banquet Sever/Room-service crew June 2015 – June 2016**

Sofitel Hotel - Sentosa

➢ Provided personalized guest service, ensuring a seamless dining experience  
➢ Assisted with banquet and room service operations, coordinating with chefs and supervisors  
➢ Prepared and served drinks while adhering to high hospitality standards  
➢ Managed guest requests and resolved inquiries professionally  
➢ Maintained operational efficiency through timely execution of service duties

**Educational Background**

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| --- | --- | --- |
| April 2017- 2020 | **Diploma in Games Design and Development** | **Singapore Polytechnic** |
| January 2024- Present | **BSc in Information and Communication Technology** | **Singapore University of Social Sciences** |

**Technical Skills**

* Networking & Security: Cisco Packet Tracer, Wireshark, Network Protocols, Nmap, Putty, WinSCP, SSH Client, CoreFTP, MobaXterm
* Programming & Scripting: Python, C++/C#, Shell Scripting
* Version Control & Development Tools: GitHub, Notepad++
* Virtualization & System Management: Virtualization, VoIP & Radio Communication

**Software & Design Tools**

* Adobe Suite: Illustrator, InDesign, Photoshop, AfterEffects
* Game Development: Unity3D, Unreal Engine

**Methodologies & Soft Skills**

* Project & Agile Methodology: Agile Methodology
* Problem-Solving & Interpersonal Skills: Strong analytical and troubleshooting abilities, effective communication, team collaboration

Others: ➢ Fully Vaccinated on 08th June 2021 and Booster done on 23rd Dec 2021 for COVID‑19

➢ Completed 2 years of Full-Time National Service, PES B1