Resume

Personal Particulars	
Name:	Muath Mu
IC No:	S77406804
Age:	30 years old
Birth Date:	10 May 1977
Nationality:	Singaporean
Language:	English, Chinese, Russian (Bilingual)
Marital Status:	Single
Gender:	Female
Mobile No:	977 79080
Email:	lymuat@yahoo.com

Highest Education	
Level:	Diploma
Grade:	B+
Field of Study:	Electronics and Computer Engineering
Major:	System Control
Institute:	Ngee Ann Polytechnic
Located In:	Singapore
Graduation Date:	May 1997

1)
Company Name: Teraoka Weigh-System Pte Ltd
Position Title: Technical Support Specialist
Specialization: Engineering and Support
Industry: Manufacturing
Monthly Salary: S$ 2584
Date Joined: Apr 2002 to Present
Reason for Leaving: Change career path to gain new skills and new experiences
Benefits: Overtime claim, meal allowance of S$66/month, travel allowance of S$40/day, AWS (13th month) and variable bonus

Work Description:
Technical Support Engineer for Digital Weighing Scale and Barcode Printer for distributors and customers mainly in Asia, Baltic, Middle East, North America, Oceania, Europe, Scandinavia, South Africa.

Technical Aspect
- Conducts technical training and installation in the distributors/customers country.
- Provide technical advise, support and aid to distributors/customers through phone calls and emails.
- Perform initial diagnostics of the technical complaints and take action to solve the complaint with distributors/customers and company staffs from different level (R&D, QC, Engineering, Production and Marketing).
- Provide hands on onsite trouble shooting, repair whenever required by distributors/customers
- Work with LAN/wireless system.
- Work with handheld devices such as barcode scanner and other peripherals such as barcode printer, PC.
- Use Visual Basic to develop GUI (Graphic User Interface) software to interface with machines.

Customer Service Aspect
- Maintains good and clear communication
- Maintains good relationship
- Possess good interpersonal skill to handle complaints and requests
- Assess and communicate clearly the distributors/customers requests to R&D engineers.
- Take initiative to work closely with distributors, customers and all level of staffs from Production to Marketing
- Go the Extra Mile to meet distributors/customers requirements and expectations

Admin Aspect
- Prepare shipment for parts replacement
- Update product manuals
- Prepare training manuals and simple installation manuals
- Keep distributors updated on all products information
- Keep track of product changes

Other Job Scope
- Analyze and review machine and software specifications.
- Work with oversea (Philippines and Japan) software house in software development.
- QC checking firmware and software.

2)
Company Name: ISEP (S) Pte Ltd
Position Title: Senior Assistant Engineer
Specialization: Programming
Industry: System Integrator
Monthly Salary: S$ 1800
Date Joined: Jul 1997 to Mar 2002
Accomplishment: Promoted to Senior Assistant Engineer in July 2001
Reason for Leaving: Looking for a traveling job in a support role
Benefit: Overtime claim, travel allowance of S$40/day, AWS (13th month)

Work Description:
A) Assistant Engineer/Senior Assistant Engineer (28/07/97 to 31/03/02)
Job Responsibilities:
- Handling Software Programming and Documentation
- Developing Ladder Logic Programming in Programmable Logic Controller (PLC).
- Handling Hardware Wiring, Assembly and Drawings
- Conducting Final Acceptance Test (FAT) / Site Acceptance Test (SAT).
- Assisting Technicians in site installations.

Projects:
→ Soxal VMB (Valve Manifold Box) Controller for Charted Semiconductor.
PLC Controller: Siemens S7-200 or S7-220.

→ Soxal VMB (Valve Manifold Box) Controller for HP JetMos.
PLC Controller: Modicon TSX Micro PLC.

→ Soxal Prototype Gas Controller and Monitoring System.
PLC Controller: Siemens S7 315-2DP PLC
Touch Screen: Proface Touch Panel as the Man Machine Interface.
Monitoring System: Intellution Fix32 Software.

→ Soxal VMB (Valve Manifold Box) Controller for Wacker.
PLC Controller: Siemens S7-200 PLC
Touch Panel: Siemens TP-27 Touch Panel as the Man Machine Interface.

→ Cashless Payment System
A cashless payment system to integrate payment mediums like SMS from
handphone, cash card from NETS to a vending machine.
A Processor is used as the controller and Intellution iFix as a Monitoring System.

→ Paging System for Schering Plough (Singapore)
A system that alerts operators on-duty or off-duty for all alarms.
Visual Basic Software is used for the development.

→ Data Monitoring System for Asahi Techno Vision (S) Pte Ltd.
LabWindow CVI from National Instrument is used for the development.

→ Utility Monitor for PCS (Singapore)
A system that monitors the communication status of devices.
PLC Controller: C2000 Omron PLC.

→ Battery Testing System for Matsushita Gobel Battery Industry, Indonesia
A Monitoring System that aims to monitor the life span of batteries.
LabWindow CVI from National Instrument is used for the development.

Skills:

Skill	Years	Proficiency
Product Training	3	Intermediate
QC Testing	3	Intermediate
Troubleshoot DIGI/TERAOKA Weighing Machine and Printers	3	Intermediate
Visual Basic Programming	3	Intermediate
C/C++ Language	3	Intermediate
PLC Programming	4	Intermediate

Non-Technical Skills:

Personal Strength:
- Adaptable
- Eye for Detail
- Meticulous
- Responsible
- Well Organized
- Good Communication Skills
- Hardworking
- Initiative
- Team Player
- Teachable
- Quick in picking up new skills
- Excellent skills in communication and collaboration
- Willing to go extra mile

Personal Traits and Attitude:
- Excellent cross-cultural communication skills
- Cross cultural exposure
- Passion for continuous learning and personal growth
- Highly motivated and driven, with strong desire to excel

Languages:

Language	Spoken	Written
English	Good	Good
Chinese	Good	Good

Courses Attended History

2007:
- Basic Service Learning:
- Conduct by Touch Community Services

This course teaches me the methods to conduct a community service which will benefit both the clients and the volunteers. The methods taught will also be able to use in daily work environment to have effective communication with bosses, colleagues and customers.

- Successful Image Essentials:
- Conduct by Marketing Institute of Singapore (MIS)

This course taught about the key image essentials from basic personal grooming to dining manners so that I can project and present a poised and confident self in wherever I am; be it at work, a meeting with a client or entertaining for business.

- Achieving Peak Customer Service:
- Conduct by Marketing Institute of Singapore (MIS)

This course equips me with the skills to manage customer expectations, problems and requests for better customer satisfaction and excellence customer relationships. It cultivates the organization's mindset of seeing from the customer perspective and responds with excellent customer service towards the demands of customers.

Additional Information:

Willingness to Travel: Moderate (25% to 50%)
Possess Own Transport: No
Expected Monthly Salary: S$2800 –S$3000 (negotiable)
Availability: 1 month notice