

Joseph Bacomo Wan Zi Jun

Contact No: (+65) 96786210 | Email: josephbwanzj@gmail.com
LinkedIn: <https://www.linkedin.com/in/josephwan21/>

Profile

A Year 3 Information Technology student studying in Ngee Ann Polytechnic equipped with the essential skills in the Information Technology field such as, Programming, but not limited to, User Interface and Experience Design.

I am always eager and looking forward to learning and upskilling myself so that I can contribute effectively, continuously improve and make a meaningful impact through my work.

Work Experience

IT Field Service Engineer Support Intern

ST Engineering Management Services Pte. Ltd - **Internship**
March 2025 – July 2025

- **Providing onsite support** to the Field Service Engineering (FSE) team for troubleshooting and resolving hardware and software issues.
- **Setting up and configure** Standard Operating Environment (SOE) computers, each of which assigned a specific classification determining its purpose and use, for users across various lines of businesses.
- **Actively troubleshoot and resolve** PC, network, and workstation-related issues for users, ensuring minimal downtime.
- **Assisting in handling** IT Service Management (ITSM) tickets, focusing on incident management and service request handling.
- **Providing support** for different line-of-business users across multiple network environments.
- **Ensuring all incidents and service requests** are logged, updated, and resolved in a timely manner.

Security Operations Center Analyst Intern

Insightz Technology – **Internship**
October 2022 – February 2023

- **Monitored Security Alerts:** Used security information and event management (SIEM) tools to identify and respond to potential security threats.
- **Conducted Incident Response:** Analysed and escalated security incidents, coordinated with my team to mitigate risks and documented incident reports.
- **Analysed Network Traffic:** Reviewed logs and data through a dashboard to detect any suspicious patterns, unauthorized access, and potential malware threats.
- **Assisted with Vulnerability Assessments:** Helped in identifying vulnerabilities in systems and accounts and provided recommendations to clients or users for remediation.
- **Worked together with team in different shifts:** Worked and learned closely with other SOC team members, even those from different shifts to gain knowledge on the usage of threat detection and monitoring tools.

Education

Ngee Ann Polytechnic

Diploma in Information Technology
April 2023 – Present

ITE College West

Higher Nitec in Cyber and Network Security

January 2021 – March 2023

Strengths / Soft Skills

- Problem solving
- Time management
- Methodical thinker
- Quick visual and auditory learner

Technical Skills Set

- **Systems & Networking:** Computer Maintenance, System Administration, Enterprise Networking, Virtual Machines
- **Programming:** Python & C#, Web Development (HTML, CSS, JavaScript, Node.js, Express.js).
- **Cybersecurity:** IT Security Implementation, SOC Management for monitoring and analysis
- **Design & Tools:** Figma, Adobe XD, Photoshop
- **Operating Systems:** Linux Essentials

Co-Curricular Activities

Table Tennis

Bukit View Secondary School

January 2017 – December 2020

- Set up table tennis tables and barriers
- Teach and train juniors with the fundamental and relevant skills needed
- Ensure that members are well disciplined and are having fun during training sessions
- Cheer on and encourage team members during competitions

Awards & Achievements

- AWS Certified Cloud Practitioner – Ngee Ann Polytechnic (2024)
- Professional Scrum Master I – Ngee Ann Polytechnic (2024)
- EC-Council Certified Security Specialist – ITE College West (2022)
- Certified Secure Computer User – ITE College West (2022)
- Excellence in Science Award - Bukit View Secondary School (2020)
- Excellence in Principles of Accounts Award - Bukit View Secondary School (2020)
- Edusave Scholarship Award - Ministry of Education (2020)

References

Dr. Oon Wee Chong

Senior Lecturer

School of InfoComm Technology

Ngee Ann Polytechnic

Email: owc2@np.edu.sg

Ms. Seah Koon Lay

Form Teacher

Bukit View Secondary School

Contact No: 9383 7938