



CONTACT ME

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EDUCATION

University of Wollongong Bachelor of Infocomm Technology

2023-2025
(Graduated)

Nanyang Polytechnic Diploma in Multimedia Infocomm Technology

2017-2021

Orchid Park Secondary School GCE N' Level

2013-2016

SKILLS

- Cloud Operations & Management
- System Monitoring & Issue Resolution
- Incident & Change Management
- Security & Compliance
- Documentation & Reporting

Yeo Yu Xiang

Infrastructure Engineer with experience managing day-to-day operations for an AWS-based project and performing patching for both Linux and Windows servers across Production and UAT environments in AWS and Azure. Proficient in monitoring and resolving AWS alerts related to disk usage, memory, and thread count. Experienced in handling Jira tickets for operational issues, collaborating with IT Security on vulnerability assessments, security fixes, account reviews, and user onboarding/offboarding. Adept at documenting repeatable tasks, generating monthly reports, and ensuring security and compliance. Effectively collaborates with application teams on deployments.

WORK EXPERIENCE

Infrastructure Engineer January 2024 - December 2024 NCS Pte Ltd

I managed Day 2 operations for a Government AWS Cloud project, working closely with the application team on deployments and daily operational tasks. My responsibilities included Linux and Windows patching for both Production and UAT environments, as well as zipping and archiving logs on Linux servers. I handled the creation and closure of Jira tickets, and generated monthly, quarterly, and account review reports. In addition, I monitored AWS alerts and resolved issues related to disk usage, memory, and thread count, ensuring system stability and smooth project operations. I also documented repeatable operational tasks and collaborated with the IT Security Officer on vulnerability assessments, security fixes, account reviews, and user onboarding/offboarding. Beyond AWS, I gained hands-on experience with Microsoft Azure, performing VM patching in both UAT and Production environments.

Intern March 2020 - September 2020 RSM Chio Lim

Delivered comprehensive Level 1 and 2 technical support to internal staff and external vendors, addressing a range of hardware and software issues. Responsibilities included installing and configuring software applications, troubleshooting hardware malfunctions, and resolving user-reported technical problems. Utilized ticket management systems to log, track, and prioritize support requests, adhering to service level agreements. Played a key role in tech refresh initiatives, involving the efficient migration of user profiles, settings, and software applications from legacy laptops to new devices, ensuring minimal disruption to user productivity. Supported software testing activities for migration projects, validating the successful transfer of data and the proper functioning of applications post-migration.

CERTIFICATION

[ITIL V4 Foundation](#)

AWARDS

EAGLES Award 2016

Edusave Award for Achievement, Good Leadership and Service (EAGLES) Up to 10% of students from each school who have demonstrated leadership qualities, service to community and schools, excellence in non-academic activities, and good conduct.

Top Progress Award 2016

Students who are within the top 10% of their school's level and course in terms of improvement in academic performance and have demonstrated good conduct.