

Lee Jia Jing

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Aspiring software engineer with hands-on experience in IT support, system integration, and data management. Skilled in troubleshooting, problem-solving, and optimizing processes during enterprise system transitions. Passionate about web development and building efficient, user-focused digital solutions that combine technical precision with practical usability.

Education

Diploma , Information Technology · Republic Polytechnic · 2024-2027

Higher National ITE Certificate , Cyber & Network Security · Institute of Technical Education · 2022-2023

National ITE Certificate , Information Technology · Institute of Technical Education · 2021-2022

GCE N Levels · Swiss Cottage Secondary School · 2017-2021

Skills

Technical : Cloud Computing · Database Management (SQL) · DevOps · Network & Security Administration · Programming Languages

Soft Skills : Adaptability · Communication · Conflict Resolution · Problem-Solving · Positive Attitude · Teamwork

Work Experiences

Intern · Nanyang Technological University

Jul 2023 - Nov 2023

Interned at Nanyang Technological University as an IT Support Intern, assisting with the onboarding and offboarding of staff devices. Responsibilities included preparing and configuring laptops with required software, setting up office equipment for new users, and performing secure data wiping on decommissioned hard drives. Provided on-site technical support to resolve hardware and software issues, gaining hands-on experience in IT operations, user support, and asset management.

Intern · Indoguna Singapore

May 2022 - Nov 2022

Interned at Indoguna Singapore, supporting the SAP system migration through data entry, cleansing, and validation. Later joined the IT Help Desk to assist users with troubleshooting, system training, and process improvements, strengthening my skills in data management and technical support.

Activities

Hackathon · SIT/UOG

Oct 2025 - Oct 2025

Developed an AI-driven web platform that transforms meeting recordings and transcripts into structured, actionable insights. The system automates minute summarization, extracts and assigns action items, analyzes emotional tone in real time, and generates professional follow-up emails to enhance workplace communication and productivity.

Tech Stack: Python (FastAPI, Flask), React, MongoDB, Firebase, OpenAI GPT, Whisper, HuggingFace Transformers, Zoom/Google Meet/Slack API integrations

Brainhack · DSTA

May 2025 - May 2025

Developed Rapid Exit SG, an emergency evacuation app that guides users to the safest and fastest building exits during crises. The app automatically determines optimal evacuation routes using pathfinding algorithms and real-time user reports to avoid hazardous areas. It also integrates user profiles for personalized guidance and features quick-access emergency contact options for police and SCDF assistance.

Tech Stack: React Native (Expo), React (Next.js), AWS Lambda, Amazon EC2, MongoDB, Amazon S3, TanStack Query, Singpass API Integration

Languages

English (Native) · Mandarin (Conversational)