

## PROFESSIONAL SERVICES ANALYST

# SHAMIM LOO

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**ADDRESS.** Singapore

I am a Professional Services Analyst with a deep interest in product as well as project management. Having leaped into the IT industry as a career transition from the Singapore Armed Forces, alongside my diverse background in human resource management and my newfound passion for technology-driven solutions, I bring a unique perspective and a strong drive for success. Having served in the Singapore Armed Forces, I developed exceptional organizational and leadership skills while working in high-pressure environments. My experience in human resource management has honed my ability to understand and address the needs of individuals and teams, fostering effective collaboration and maximizing performance. Eager to contribute to the IT sector, I thrive in challenging environments and embrace new opportunities for growth and impact.

## SKILLS

Front End Web Development (HTML/CSS/JS)

Back End Web Development (mySQL/Mongo)

Full Stack Web Development (MERN/LAMP)

Microsoft Office Suite

Figma

Adobe Photoshop

Project Management Tools (Asana/Slack/JIRA)

Database Management (DBBeaver/SQLWorkbench)

## EDUCATION

2022 - 2024

**BACHELOR IN SCIENCE,  
COMPUTER SCIENCE**

*Univeristy of Essex, Kaplan*

Current Grade : First Class Honours

2012 - 2015

**DIPLOMA IN AEROSPACE  
ELECTRONICS**

*Singapore Polytechnic*

Final Grade : A

## WORK EXPERIENCE

2023 - PRESENT

### PROFESSIONAL SERVICES ANALYST

*Tessaract | Singapore*

- Collaborate with the sales team to develop statements of work (SOW) based on client requirements.
- Analyze and evaluate client project scopes, objectives, and deliverables to ensure alignment with company capabilities.
- Assist in scoping project timelines, resource requirements for successful project execution.
- Coordinate and communicate with cross-functional teams to ensure smooth project handoffs and delivery.
- Monitor project timelines, milestones, and deliverables, proactively identifying risks and issues.
- Collaborate with clients to understand their needs, provide ongoing support, and identify opportunities for additional services.
- Work with product management to provide customer feedback and contribute to product enhancements.
- Support the implementation of new software solutions through requirements gathering and user acceptance testing.
- Contribute to the development and delivery of training materials and user documentation.
- Foster strong client relationships, acting as a trusted advisor and identifying upselling opportunities.

2020 - FEB 2023

### ASSISTANT WOSPEC TRAINER, MBTC

*Singapore Armed Forces*

- Responsible for training both active and NS units.
- In charge of archiving knowledge for unit level management.
- Developed innovations and evaluation matrices that are implemented across the organisation level.
- Subject matter expert for various army level domains.

## EXPERTISE

Project Management

HR Management

Customer Relations

Presentation

Public Speaking

## LANGUAGES

**ENGLISH (90%)**

Speaking / Listening / Writing

**CHINESE (60%)**

Speaking / Listening / Writing

## CERTIFICATION

**JAN 2023**

**DESIGN THINKING FOR PRACTITIONERS**

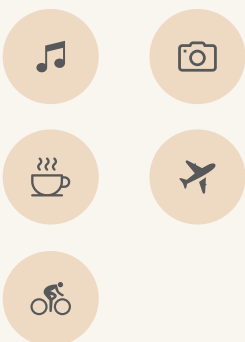
Nanyang Polytechnic

**JUN 2022 - DEC 2022**

**PROFESSIONAL CERTIFICATE IN FULL STACK WEB DEVELOPMENT**

Mages Institute

## HOBBIES



## WORK EXPERIENCE

2017 - 2020

### PLATOON SERGEANT, 5 SIR

Singapore Armed Forces

- Graduated from Basic Warfighter Course, demonstrating proficiency in essential military skills.
- Attained Best Knowledge Award and Commander Coin for exceptional performance during the duration of the course.
- Assumed appointment on Oct 2017.
- Responsible for the management and training standards of 30 men under my charge.

2015 - 2017

### SECTION COMMANDER, ADF

Singapore Armed Forces

- Successfully completed the Section Commander Cadet Course, demonstrating leadership skills and proficiency in tactical operations.
- Served in the Army Deployment Force (ADF), fulfilling a key appointment.
- Responsible for the effective management and training standards of a team of 6 personnel.

## REFERENCES

### MANFRED LIM

CEO, Abstract

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### MELVYN

CEO, Gladiator

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