

Sumanengseh Binte Jumari (Sue)

Personal Particulars

Mobile No: 9643 0169

Email: sueejoemary@gmail.com

Religion: Muslim

Gender: Female

Nationality: Singaporean

Language Spoken and Written: English and Malay



Education

October 2023 – Present Republic Polytechnic	Part time Diploma in Design and Media (Digital Entertainment and Events)
July 2014 – December 2018 ITE College West	Part time Nitec In Information Technology (Network & System Administrations)
January 2010 – December 2010 ITE College West	Full time Nitec In Service Skills – Retail
January 2006 – December 2009 Swiss Cottage Secondary School	GCE N Levels
January 2000 – December 2005 Bukit Timah Primary School	PSLE

Skills

Communication Skills:

1. Communicate effectively in English and Malay, both spoken and written.
2. Present major projects to a panel of judges.
3. Coordinate and consult with Staff, Students, and Internal and External Parties.
4. Engaged in effective peer tutoring tasks.

Employment

September 2023 – Present	Dulwich College Singapore Role: ICT - Applications Support Specialist
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Key responsibilities:

- Manage and support the College's Learning Management System (LMS) and application suite.
- Provide support and training for all staff across the College, on information systems and workflows.
- Troubleshoot application issues and liaise with vendors for solution and updates.
- Configuration and maintaining documentation application settings, user access and licensing.
- Support Academic processes including mass bulk uploading termly student report.
- Assist in application development, privacy compliance reviews and digital transformation projects.

- Ensure data accuracy, generate reports and support system integrations and upgrades.

Key achievements:

- Streamlined cross system processes for reports and timetabling.
- Developed user guides and tutorials to enhance staff self-sufficiency and reduce support requests.
- Contributed to the College strategic IT development through application reviews and projects.
- Improvised data and reporting accuracy through regular audits and dashboard creation.

August 2018 – May 2023	Spectra Secondary School Role: IT Executive
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Key responsibilities:

- Delivered daily AV and IT support to students and staff across remote, phone, and in-person channels; managed IT inventory, software licensing, and server backups to ensure smooth operations.
- Coordinated staff onboarding/offboarding processes and MOE portal access; liaised with third-party vendors for repairs, audits, and laptop claims under the MOE NEU PC Plus Programme.

Key achievements:

- Streamlined student laptop claims process across departments and external agencies; contributed to AV system upgrades during school renovation planning.
- Led planning and execution of a full-day learning journey for administrative staff, enhancing team engagement; recognized for proactive service and cross-departmental coordination.

June 2017 – September 2017	NCS Pte Ltd Role: IT Coordinator (Contract) SingTel Comcentre
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Key responsibilities:

- Coordinated mass migration communications with Single Point of Contact (SPOC), scheduled internal/external briefings and conducted weekly onboarding sessions for new hires, ensuring smooth transitions and consistent information flow.
- Managed daily IT job allocations, staff movements and machine configurations; supported reporting, audits and procurement tasks, delivering accurate updates and compliance reports to higher management.

Key achievements:

- Streamlined scheduled and task assignments across interns, engineers and backend team.
- Played a key role in internal IT Audit and operational readiness during project transition.

June 2015 – January 2017	NCS Pte Ltd (SSOE MOE) Role: Desktop Engineer Nan Hua Primary School
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Key responsibilities:

- 1st level support for hardware, software, network and peripheral issues.
- Installed, configured and deployed workstations and peripheral equipment.

Key achievements:

- Streamlined PC deployment for new staff, improving setup efficiency and consistency.
- Developed clear, step by step user guide to enhance digital literacy among staff and students.

May 2011 - September 2012	KK Women's and Children's Hospital Role: Ward Clerk
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Key responsibilities:

- Oversaw front desk operations, patient admissions, and record management in SAP, including daily ward charges.
- Coordinated interdepartmental communications and logistics while assisting medical staff during treatments and examinations

Key Achievements:

- Delivered consistent and compassionate service to patients and visitors in a high-volume environment.
- Ensured accurate and timely updates of patient data, contributing to smooth discharge processes.

CCA

Activities	Year	Obtained
Malay Dance <i>Bukit Timah Primary School</i>	2004-2005	<i>Dancer</i> <i>Bronze Award</i> <i>Singapore Youth Festival (SYF)</i>
Malay Dance <i>Bukit Timah Primary School</i>	2003-2004	<i>Dancer</i> <i>Bronze Award</i> <i>Singapore Youth Festival (SYF)</i>

Achievements

Awards	Year
(Sec. School) Swiss Cottage Secondary - Commendation Award – Basic Language Malay Prize	2007
(Sec. School) Certificate of Participation in Elective Module Skincare, Nail Art & Makeup	2009
(Self-Interest) Certificate of Participation Mobile Photography	2022
(Self-Interest) Certificate of Risk Management for Workplace Safety and Health – October	2023
(Self-Interest) Certificate of Completion Dante Level 1 (2 nd edition)	2023
(Republic Polytechnic) Extron Certified - AV Associate	2025

Hobbies

During my free time, I like to play video games and learn about mobile photography.

References

1. Mr. Henry Yong
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2. Ms. Khairunnisa Khalid
ICT Manager
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