



Lam Kuek Shen

B. Eng., MBA



Kuala Lumpur, Malaysia



+6013-8490912



lamshen96@gmail.com



<https://www.linkedin.com/in/lks/>

Skills & Software

Data: STATA, SPSS, PLS

Microsoft: Access, Publisher, Project

Others: SolidWorks (EPDM), MATLAB, ANSYS, Arduino, Raspberry Pi.

Languages

English, Mandarin, Malay – Proficient

EMPLOYMENT

Client Support Executive, Iconic Central Services Sdn. Bhd.
Kuala Lumpur, Malaysia • Jan 2023-current

- Assist clients worldwide through live online support, CRM, e-mails with opening & amending accounts.
- Maintain client's records on CRM database.
- Handling of back-office (BO) queries and documents translation.
- Supporting clients with technical issues and troubleshooting any issues arise liaise with relevant departments.

Mechanical Design Engineer, Greatech Integration (M) Sdn. Bhd.
Penang, Malaysia • July 2019 – Jan 2023

- Design and develop equipment based on requirements.
- Schedule and coordinate meeting with related departments.
- Project documentation: manual, FMEA, FAT, SAT checklist.
- Others: Proposal, costing, machine sequence, UPH, onsite setup
- Projects: Jigs and fixtures, Battery EOL Tester, Rotor Balancing, Fiber Optic Pick & Place, Laser Coder Machine, Leak Test Machine, Pick & Place 3-axis Cartesian and rotary stage.

Project Trainee, Faeth Msi Sdn. Bhd.
Penang, Malaysia • June 2018 –Sept 2018

- Prepare project part list and with onsite and purchasing team.
- Documentation includes shipping notice, checking equipment manual, DFMEA and PNID.
- Related PNID: transfer, dispense and blend module (gas & liquid).

EDUCATION

Master of Business Administration CGPA 3.48
Universiti Sains Malaysia, Penang, Malaysia (2020-2022)

1. Research Thesis: The Effect of Islamic Finance Inclusion on SMEs in Malaysia.
2. Project: Database Management System (DBMS).
Pharmacy Database

Bachelor's Degree in Aerospace Engineering (Hons) CGPA 3.33
Universiti Sains Malaysia, Penang, Malaysia (2015-2019)

1. Final Year Project: Preliminary design of MYSat payload: Electron temperature and density probe (TeNeP) generator circuit.

<https://doi.org/10.1063/5.0002322>

2. USM Space Lab (USSL): High Altitude Balloon (HAB) project: Payload tracking with radio communication system, tethering real time location coordinate (SDR).

<https://uphab.wordpress.com/2019/01/03/communication-system/>

3. Airforce Reserved Officer Training Unit (ROTU)-Young Lieutenant.

Matriculation CGPA 4.00, MUET Band 4
Labuan Matriculation College, Labuan (Jun 2014- 2015)

SPM 9A's

SMK Three Rivers, Mukah, Sarawak (2013)