

SAW YE HTET

IT Support & Service Desk

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SUMMARY

IT diploma graduate with a year of hands-on technical experience supporting a VR simulation system at a maritime research centre, covering device setup, troubleshooting, user testing, and documentation. I work through technical problems methodically and explain them clearly, and I am building service desk fundamentals through computer networking coursework. Based in Singapore, available immediately. Requires S Pass sponsorship.

SKILLS

Support & troubleshooting	: Issue diagnosis, issue reproduction, user support, technical documentation
Operating systems	: Windows (daily use), Linux (command line, basic scripting)
Networking	: TCP/IP, DNS, DHCP fundamentals (Coursera, in progress)
Service management	: ITSM and ticketing concepts
Databases	: SQL, comfortable writing queries
Tools & languages	: Git, Python

EXPERIENCE

QA & Support

April 2025 – Feb 2026

Centre of Excellence in Maritime Safety, Singapore Polytechnic

- Set up, configured, and troubleshoot a Unity VR training application running on Meta Quest 3 headsets and bHaptics haptic gloves, keeping sessions running smoothly for users.
- Reproduced and documented around 40 issues raised during testing, then tracked them through to resolution with the development team.
- Ran 12 structured user testing sessions and wrote up the feedback as clear, actionable reports.

PROJECTS

Tokey - real-time token cost tracker for Claude Code CLI (Python, open source)

- Shipped to GitHub with over 70 passing tests; built a poll-based reader for live cost tracking and documented the work from spec through to release.

sawyehtet.com - personal portfolio & Blog page

- Built with React 19, TypeScript, and Vite; deployed on Netlify.

EDUCATION

Diploma in Information Technology

March 2023 – May 2026

Singapore Polytechnic