

SAW YE HTET

Application Support Engineer

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ABOUT ME

Singapore Polytechnic IT graduate, comfortable with SQL, Python, and JavaScript. Troubleshoots software methodically, documents the fix, and turns rough requirements into specs developers can build from. Looking for Application Support, QA, or Service Desk roles at a consultancy or larger enterprise.

WORK EXPERIENCE

Centre of Excellence in Maritime Safety (CEMS),

April 2025 – Feb 2026

Research Assistant & Software Developer

- Resolved performance bottlenecks in a Unity VR application, achieving consistent 72 FPS through systematic profiling, frame analysis, and targeted optimization
- Gathered requirements from maritime subject matter experts, translated operational procedures into technical specifications, and validated features through structured user testing
- Owned end-to-end QA and documentation across multiple hardware configurations (Meta Quest 3, bHaptics gloves), ensuring consistent behavior and full test coverage

EDUCATION

Singapore Polytechnic, Diploma in Information Technology

2023 – 2026

- CGPA: 3.55 / 4.0
- Certificate in IoT (electives in Python, sensor interfacing, 5G/AIoT).

SKILLS

Databases

SQL (comfortable writing queries)

Platforms

Unity, React / Next.js, C# (working knowledge)

Scripting

Python, JavaScript, Bash

Methods

Systematic troubleshooting, root cause analysis, technical documentation, stakeholder communication, cross-browser testing

Tools & Tech

Git, Postman, VS Code, Linux command line, REST APIs, HTTP debugging

PROJECTS

Linux-themed Portfolio Website, *Personal Project*

- Validated responsive behavior across Chrome, Firefox, Safari, mobile, and desktop via structured cross-browser testing, logging reproduction steps for every issue found
- Built and debugged interactive components (draggable windows, in-browser terminal emulator), documenting reproduction steps and root cause for each fix
- Maintained a clean Git history with atomic commits, enabling traceability and rollback