

Aqil Haydel Heelmy

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Higher Nitec IT student with hands-on enterprise engineering experience at ShopBack, production automation across a 1,600+ device fleet. GPA 3.8, Director's List.

EDUCATION

Nanyang Polytechnic

Diploma In Applied AI & Analytics

Singapore

Commencing Apr 2027

Enrolled via Early Admissions Exercise

Institute Of Technical Education

Higher Nitec In IT Applications Development

Singapore

Expected Dec 2026

Cumulative GPA: 3.8/4.0; Director's List (July 2024 - June 2026)

Relevant Coursework: Data Analysis, Software Engineering; Operating Systems; Mobile Applications Development, PHP and SQL

WORK EXPERIENCE

ShopBack

IT Support Intern

Singapore

Dec 2025 – May 2026

- Engineered a **zero-touch macOS provisioning pipeline** using Google Apps Script and JumpCloud Commands that eliminated EUC involvement from new-joiner onboarding, automating hostname rename via serial number lookup, user binding, TOTP MFA enrollment, default password, and sudo access configuration.
- Drove **100% OS compliance across 105 corporate endpoints** by deploying JumpCloud policies, scripting PowerShell non-compliance reports against the JumpCloud REST API, and coordinating rollout communications across EUC, Technical Support Team, and Facilities teams in multiple regional markets.
- Decommissioned **860 stale records from a 1,600+ device JumpCloud fleet (50%+ reduction)** through a PowerShell audit and cleanup pipeline with 90-day inactivity baselines and pre-deletion audit logging.
- **Led incident response** on a credential-theft event, owning EDR alert triage end-to-end on SentinelOne, and delivered console training to EUC and TST teams covering standard workflows and the approved playbook.

Lousintan

IT Support Intern

Singapore

Sep 2025 – Nov 2025

- Developed **Excel VBA automation systems** for performance reporting, call scheduling, and batch scoring; cutting report preparation time from hours to minutes.
- Built a unified **Public Healthcare Institution automation app** that generates reminder letters and referral packets from Excel, converts to PDF, encrypts with PHI+Year, and auto-packages per account into zips using Python, Tkinter, python-docx, docx2pdf, and pikepdf.
- Shipped a **Python Tkinter Performance File Generator** (pandas, openpyxl, multiprocessing) that ingests CSV/XLSX, emits a clean customer data workbook, updates a master Final sheet with month buckets and totals, prevents ID misformatting, automates formatting, and collaborated on GitHub with a colleague for version control and reviews.

PROJECTS

MindMap – AI-Powered Mental Wellness App

Role: Technical Lead

Tools Used: Figma, Google Docs

Jan – Mar 2025

Conceptualized and led the design of an AI-based mobile app offering personalized mental wellness support for Gen Z users. Integrated features included daily mood tracking, guided mindfulness exercises, AI-driven stress analysis, habit streaks, and a chatbot for tailored recommendations. Conducted surveys to gather user insights, developed wireframes and mockups, and defined functional requirements based on user feedback.

TECHNICAL SKILLS

- **Languages:** PowerShell, Bash, JavaScript (Google Apps Script, Node), Python, VBA, PHP, SQL (MySQL), HTML/CSS, Flutter/Dart
- **Identity & Device Management:** JumpCloud (admin console, PowerShell module, REST API, Commands), SentinelOne, Zscaler (ZIA), AssetSonar
- **Cloud & Productivity:** Google Workspace (Admin Console, Apps Script, Sheets, Drive, Gmail), Slack, Jira Service Management, Confluence
- **Python Stack:** pandas, openpyxl, Tkinter, python-docx, docx2pdf, pikepdf, multiprocessing
- **Tools:** Git, GitHub, GitLab, Figma, Photoshop, Illustrator, Premiere Pro, Tableau

AWARDS

- 1st Runner Up - AWS x Cognizant x SGCC Vibe Coding Ideathon, April 2026 (competed against polytechnic and university teams)
- NTUC Starter Awards Scholar, 2025 to 2027 (renewable annually)
- LBKM Academic Excellence Award, 2025
- EAGLES Award, 2025
- Edusave Character, Skills, Merit Bursary, Academic Achievement Award, 2025

LEADERSHIP & EXPOSURE

ACE CLUB

Member

- Participated in a dialogue session with PM Mr Lawrence Wong hosted at NUS
- Volunteered in community initiatives including the Silver Homes elderly refurbishment programme and DBS Foundation SG Cares Market

USEAMP – United States Embassy Alumni Mentoring Programme

Mentee

- Toured companies like Boeing, Nike, and Google to gain insights into global innovation and leadership
- Engaged in leadership and character development workshop focusing on public speaking, resume building and civic engagement
- Participated in mentoring sessions with U.S Embassy Scholars with international exposure

NTUC Starter Awards

Scholar

- Participated in a joint Symposium with the ACFTU in Shenzhen, China, observing ideas on workforce transformation and youth development
- Toured Huawei's HQ, Ox Horn R&D Campus and flagship store, gaining insight into cutting-edge advancements in AI, 5G, and smart technology
- Participated in workshops focused on career readiness, ethical leadership, and character development
- Mentored by an industry specialist (ex-Meta), gaining personal insight into the tech's sector evolving landscape and career pathways

OSDP – Overseas Service Learning Programme (Jakarta, Indonesia)

Participant · Sep 2024

- Collaborated with peers to refurbish and redevelop a school library in underprivileged areas of Jakarta

ADDITIONAL

Languages: English (fluent) and Malay (basic)