

CHANG XIAN HONG

SKILLS

- Strong Situational Awareness
- Meticulous/ Detail Oriented
- Effective Communication
- Discipline & Professionalism
- High Adaptability & Willing to Learn
- Problem Solving
- Team Collaboration/ easy goinf team player

WORK EXPERIENCE

Singapore Police Force

May 2022 - May 2025

Protective Security Command
(ProCom)

- Conducted high-visibility patrols at key installations to deter threats and ensure public safety.
- Responded swiftly to security incidents and emergencies in high-risk areas.
- Trained in tactical movement, firearms handling, and counter-terrorism response protocols.
- Maintained high alertness and situational awareness during deployments in crowded public spaces.

Sanpoutei Ramen

February 2023 - April 2023

Cook

- Prepared and cooked ramen dishes according to standard recipes, ensuring consistency in taste and presentation.
- Maintained high standards of kitchen hygiene, food safety, and cleanliness during all shifts.
- Managed food prep and station setup efficiently to support smooth kitchen operations during peak hours.
- Collaborated closely with kitchen team and service crew to ensure timely and accurate order delivery.

Copthorne King's Hotel

December 2022 - February 2023

Facility Management (Engineer) Intern

- Managed and maintained critical building systems (HVAC, electrical, plumbing, and fire safety)
- Implemented preventive maintenance programs and energy-saving initiatives
- Conducted regular facility audits and risk assessments, identifying and resolving infrastructure issues proactively to maintain a safe and efficient work environment.

CONTACT

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- Singaporean

PROFILE

Motivated and disciplined individual with a strong willingness to do my part as a team member and grow. Known for being hardworking, dependable, and committed to delivering results.

EDUCATION

2019-2022

ITE COLLAGE WEST

- Higher Nitec in Facility Management
- Nitec in Mechatronics &Robotics

2015-2018

KKRANJI SECONDARY

SCHOOL

- N'Level

HOBBIES

- Cooking
- Learning New Skills
- Reading
- Watching shows

WORK EXPERIENCE

Hayashi Ramen Bar

October 2020 - December 2022

Service Captain and kitchen assistant

- Supervised front-of-house staff to ensure smooth daily operations and excellent customer service.
- Managed table assignments, guest seating, and resolved customer issues promptly and professionally.
- Assisted in food preparation, plating, and maintaining kitchen cleanliness and hygiene standards.
- Coordinated with kitchen and service teams to ensure timely and accurate order delivery.

Pizza Hut

June 2020 - October 2020

Delivery Rider

- Delivered food orders promptly and accurately to customers, ensuring high satisfaction and repeat business.
- Maintained a professional and courteous attitude during customer interactions, representing the brand positively.
- Managed cash and digital payments upon delivery with accuracy and accountability.
- Ensured delivery was in good condition and followed all traffic and safety regulations.

KFC

April 2019- July 2019

Cashier

- Operated POS system to process cash, card, and mobile payments quickly and accurately.
- Provided friendly and efficient customer service during peak hours to maintain high customer satisfaction.
- Ensured cleanliness and orderliness of the counter and dining area in line with KFC standards.
- Assisted with order packing and coordination with kitchen staff to ensure timely food delivery.

Kanshoku Ramen Bar

November 2018 - October 2020

Service Crew

- Greeted and served customers efficiently in a fast-paced dining environment, ensuring a positive dining experience.
- Took orders accurately and communicated effectively with kitchen staff to maintain service speed and quality.
- Maintained cleanliness and hygiene of dining and service areas in line with food safety standards.
- Handled customer feedback and resolved issues professionally to ensure high customer satisfaction.

McDonalds

October 2016 - June 2017

Cashier

- Handled daily cash, credit, and digital transactions accurately while providing fast and friendly customer service.
- Maintained a clean and organized checkout area, ensuring smooth and efficient customer flow.
- Resolved customer inquiries and complaints professionally, enhancing overall shopping experience.
- Assisted in restocking shelves and monitoring inventory to support front-end operations.