

Matthew Serdan

Systems & Process Engineer | Digital Campus Infrastructure | Operations,
AI Workflow & Technical Support

Product-minded systems and process professional focused on improving infrastructure, workflows, stakeholder support, and operational efficiency across education, events, security, and business environments.

Location
Singapore

Email
hey@mserdan.co

Website
mserdan.co

LinkedIn
linkedin.com/in/matthew-serdan

4+

YEARS EXPERIENCE

20+

PROJECTS SHIPPED

60%

AI PRODUCTIVITY LIFT

3

CORE INDUSTRIES

Experience

2022 - PRESENT

Digital Campus Infrastructure Executive

ESSEC Business School Asia-Pacific

- Lead digital campus infrastructure support for faculty, staff, and students across on-campus and off-campus learning environments.
- Introduced AI tools and workflow improvements that increased AI usage and productivity by 60% over three years.
- Support technical operations, infrastructure planning, troubleshooting, stakeholder coordination, and continuous process improvement.

INFRASTRUCTURE

AI WORKFLOWS

PROCESS IMPROVEMENT

2021 - 2022

Events Executive

DAGNC Events & Media

- Supported 20+ government and community events across housing, education, and healthcare sectors with high-volume attendee flow.
- Coordinated logistics, setup, inventory movement, on-site operations, task allocation, and real-time issue resolution.
- Developed simple SOP guides and backend coordination habits to improve team efficiency and event readiness.

OPERATIONS

COORDINATION

SOPS

2020 - 2021

Business Process Re-engineering Intern

Certis CISCO

- Contributed to security infrastructure projects covering CCTV, fire and emergency alarm systems, deployment, and software setup.
- Participated in system audits and testing to evaluate operational effectiveness and security SOP adherence.
- Identified a critical security vulnerability, supporting redesigned systems, equipment upgrades, and stronger operational protocols.

SECURITY SYSTEMS

PROCESS ANALYSIS

RISK

Toolkit, Skills & Expertise

Infrastructure & Systems

IT infrastructure, systems deployment, technical support, network troubleshooting, asset management, security systems.

Specialised Systems

Google Workspace, Microsoft 365 administration, Cisco Meraki, Power BI, Git, GitHub.

Automation & AI

Prompt engineering, AI workflow integration, process automation, operational optimization, workflow analysis.

Operations & Coordination

Project coordination, team leadership, stakeholder communication, logistics, vendor coordination, change management, SOP development.

Web & Technical Development

React, Next.js, TypeScript, Node.js, Python.

Background, Education & Certifications

Diploma in Business Process and Systems Engineering

Temasek Polytechnic | 2017 - 2020

Microsoft 365 Professional

Microsoft | 2021

Microsoft Azure AI Fundamentals

Microsoft | 2021

Google Cloud Professional

Google Cloud Platform | 2022

Availability

Open to job offers and permanent positions based in Singapore, New Zealand, or Australia, plus remote opportunities with overseas companies.