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Education

POLITEKNIK MERLIMAU MELAKA

JUNE 2016 - APRIL 2019

DIPLOMA Engineering Technology (Computer)

Merlimau ,Melaka

Universiti Malaysia Perlis

September 2021 - JULY 2024

Bachelor of Computer Engineering (Honor)

Pauh , Perlis

Relevant Coursework

- Hardware
- Database Management
- Networking
- Sophos Firewall and Vpn
- Troubleshooting
- Web Designed
- Systems Programming
- Microsoft 365
- Server Management
- Operating System
- Computer Architecture
- Synology Server

Experience

Papercraft Sdn Bhd

Feb 2025 - Present

IT Support (Contract)

Pontian, Johor

- Managing Servers Synology , Dell EMC on creating Scripts, Backup, and Data Server management.
- Handling Sophos Firewall and Sophos SSL Vpn, such as web filtering, policy, and network Logs of every activity.
- Managing user account Active Directory of the company using Windows Server , giving permission to shared folder both Printing Machine and Computer .
- Configuring Networking Switch, Router, VPN, DNS, Port Forwarding, and Firewall.
- Minor and Major Computer Troubleshooting such as , Reimaging, Setup Device for new user, Software and Hardware Troubleshooting, for hardware more on Replacing Hardware parts such as RAM, Cleaning , Backup HDD and SSD.
- Troubleshooting Machine Equipment such as Heidelberg Printing Machine on making sure all connection to internet is connected to the build in software application .
- Setting up Conference / Meeting equipment such as projector , Microphone , Team Meeting
- Ensure all IT Asset is Recorded and Listed
- Liase Vendor for any problem that occur
- Setting up , Monitor and Acquire playback of CCTV footage when needed for investigation

Ezytronic Sdn Bhd

December 2024 - Feb 2025

IT Support Resident (Contract)

Puchong , Selangor

- Managing Servers Synology on creating Scripts, Backup, and Data Server management.
- Handling Sophos Firewall and Sophos SSL Vpn, such as web filtering, policy, and network Logs of every activity.
- Managing user account Active Directory of the company , also Handling Microsoft 365 on Employee Account Creation, licensing, and emails based on their position.
- Configuring Networking Switch, Router, VPN, DNS, Port Forwarding, and Firewall using Sophos.
- Minor and Major Computer Troubleshooting such as , Reimaging, Setup Device for new user, Software and Hardware Troubleshooting, for hardware more on Replacing Hardware parts such as RAM, Cleaning , Backup HDD and SSD.
- Training User on IT related topic on how to prevent from Malware.

Diaspora Sdn Bhd

August 2024 - November 2024

System Developer K-youth Internship

Petaling Jaya , Selangor

- Assisted in the development of the front end of Website development using Bootstrap.
- Worked with Mysql and Sqlite as Database Management System .
- Server Hardware and Software Configuration, installing OS Linux and Virtual Machine to run a website domain and Server Projects
- Configuring Networking Switch,Router, VPN, DNS, Port Forwarding and Firewall.
- Developed a System development web application for cybersecurity Risk Assessment System using Laravel, Javascript , PHP , HTML , CSS .

On-Demand IT Support Technician

January 2016 - Present

Freelance IT Support

Pontian , Johor

- Resolved hardware and software issues within 24 hours, ensuring minimal downtime for customers.
- Assisted in network maintenance and improved network reliability by troubleshooting connectivity issues.

- Installed and configured computer hardware, operating systems, and essential applications for clients.
- Built and assembled custom desktop computers for community projects and freelance gigs.
- Performed system handling, including OS upgrades, patch management, and performance monitoring.
- Designed and implemented small-scale IT infrastructure architecture for SMEs, including LAN/WAN setup, internet sharing, and firewall configurations.
- Deployed and maintained server environments (Windows/Linux) for local businesses to support file sharing, backups, and internal applications.
- Provided consultation on system scalability and architecture planning, ensuring hardware and software matched long-term business needs.
- Applied basic principles of network and system architecture, ensuring reliability, security, and efficiency in client setups.
- Documented technical procedures and created simple IT guides to support non-technical users.

Kolej Komuniti Tanjung Piai

March 2018-August 2018

IT Specialist Intern

Pontian , Johor

- Resolved 90 Percent of hardware and software issues within 24 hours, ensuring minimal downtime for staff.
- Assisted in network maintenance, contributing to a 20 increase in network reliability.”
- Assisting with Computer Lab Hardware and Software installation
- Manage network routers, cables, and switches in The computer Lab every week.
- Developing a Student Management System using HTML, CSS ,and Mysql .
- Acquire the skill to teach students Web Design and Computer Basic Fundamentals

Mega Intech Computer Shop

January 2019-June2019

Sales Executive and IT Technician

Johor Bharu , Johor

- Hardware Repair: Diagnosed and repaired a wide range of computer hardware issues, including desktops, laptops, and mobile devices, achieving a 95 percent success rate in restoring devices to optimal working conditions.
- Software Troubleshooting: Installed, configured, and updated operating systems (Windows 7, Windows 10) and various software applications to ensure system performance and security.
- Customer Communication: Explained technical issues to non-technical clients in an easy-to-understand manner, ensuring customer satisfaction and trust in the services provided.
- Preventative Maintenance: Conducted regular system health checks, including disk cleanup, virus scans, and software updates to prolong the lifespan of clients’ devices.

Projects

The E.Y.E.S | Python, Linux , Terminal Emulator

January 2017

- Developed a Child Carre security System that can track every movement , activity and location of a child’s phone.
- Implemented Geo Location , Keylogging , Camera , Audio and Video Recording.
- Concept that to make benefit a function from a malware to protect a child’s safety.
- Developemnt on 2017 and 2018 Referral from TheFatRat project and Reverse Engineering to understand the code.
- Mid-Developement from Terminal Emulator to GUI using java .

Ecommerce Website with Backend Customer and Content Management | HTML, CSS, PHP, Paypal APINovember 2020

- Created a Website that allows users to purchase items from a store.
- Implemented a payment system using Paypal API.
- Backend Management system using PHP and MySQL to interact , track , add and remove items from the catalogue.

Smart Bin using STC89C52RC | C++, KEIL, STC-ISP microcontroller Programming

October 2023

- Desing a smart mini dustbin using STC89C52RC microcontroller that detect a hand if it is close to the dustbin and proceed to open the dustbin.
- Used Ultrasonic Sensor to detect the Dustbin if it is full , if full the lid will not open , if still have space the dustbin should work as it intended.
- Used IR sensor to detect the hand if it is close to the dustbin.

Technical Skills

Languages: Python, HTML, C, HTML/CSS, JavaScript, SQL

Developer Tools: VS Code, Git, Kali Linux

Technologies/Frameworks: Linux, GitHub,

Hardwares: Server , Switch , Routers , Laptop and Desktop

Current Salary: RM 3000 / Month

Expectation Salary: RM 3700 - RM 4000