

# AFFIZUDIN IKMAL BIN ABU BAKAR

## IT Support

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### PROFILE

Dedicated IT Support with one year of hands-on experience diagnosing and resolving hardware, software, and network issues. Skilled in providing technical assistance and optimizing user productivity through effective problem-solving.

### WORK EXPERIENCE

#### DESKTOP SUPPORT ENGINEER

##### Quessglobal (Malaysia) Sdn. Bhd.

July 2023 - Present

- Provide technical assistance and support for level 1 issues related to computer system, hardware equipment and software.
- Collaborated with higher level IT teams to escalate and resolve complex technical issues.
- Maintained and updated documentation of IT inventory, procedures, and updated troubleshooting guides.
- Ensured that Service Level Agreements (SLAs) were consistently met, avoiding breaches.
- Diagnosed and resolve technical hardware and software issues promptly and efficiently, ensuring minimal disruption to end-users.

### EDUCATION

Diploma in Computer Science

2019 - 2021

Kolej Universiti Poly-Tech Mara, Kuala

Lumpur

### CERTIFICATE OF COMPLETIONS

Certified Information Systems Security Professional  
(CISSP)

June 2024

HRD Corp - Human Resource Development Corporation

Gamified Intelligent Cyber Aptitude and Skills  
Training (GICAST)

July 2024

The Open University

### SKILLS

- Level 1 Technical Support
- Hardware/Software Installation
- Basic CMD
- Basic mySQL commands
- Windows Operating System
- System Administration
- Customer Services
- Remote Support
- Android & iOS Software Support