

JASRI MUJAD

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Professional Summary

Customer Technical Support with experience supporting customers, systems, and service operations across telco, project delivery, and regulated environments. Strong in **incident investigation, log analysis, application monitoring, and customer issue resolution**, with hands-on exposure to **AWS monitoring, API error analysis, and structured data validation**. Adept at working in **ticket-driven SaaS environments**, collaborating across technical teams, and ensuring service stability.

Technical Skills

- Incident Investigation & RCA
 - API Error Analysis (HTTP 4xx / 5xx)
 - Application & System Monitoring
 - Log Query & Analysis
 - Web Traffic & Request Logs
 - JSON Payload Validation
 - Data & Database Query Basics
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Professional Experience

Project Planner Executive | Solaroo Systems Sdn Bhd

Jan 2025 – Present

- Acted as a **primary customer support contact**, handling service-related inquiries, issues, and follow-ups throughout the project lifecycle.
- Logged, tracked, and managed customer cases using **HubSpot CRM**, ensuring clear communication, ownership, and timely resolution.
- Investigated **installation and post-installation issues** by coordinating with engineers, installers, and vendors to identify root causes.
- Performed **application and system monitoring** by reviewing system performance indicators and post-deployment data to detect anomalies.
- Conducted **post-deployment validation** and escalated system or performance issues when thresholds were exceeded.
- Maintained structured documentation for incidents, resolutions, and customer communications.
- Managed escalations and ensured minimal customer impact while meeting delivery timelines.
- Identified recurring issues and contributed improvement suggestions to enhance service quality and operational efficiency.

Customer Technical Consultant | Maxis Broadband Sdn Bhd

Aug 2024 – Dec 2024

- Provided **Tier 1–2 technical support** for residential fiber and wireless services.
- Investigated incidents involving **connectivity issues, access problems, and service degradation**, identifying whether root causes were customer-side, network-related, or configuration-based.
- Performed structured troubleshooting including **service availability checks, network diagnostics, and configuration validation**.
- Managed incidents using **ServiceNow**, ensuring accurate categorization, documentation, escalation, and SLA compliance.
- Communicated technical findings clearly to customers during incidents and resolution follow-ups.
- Coordinated with internal teams and field contractors to restore services efficiently.

Technical Operation Support | Sabah Ports & Harbors Department

Mar 2021 – Aug 2024

- Supported operational systems by **investigating incidents, reviewing technical data, and identifying root causes** affecting port operations.
- Conducted audits and inspections to ensure compliance with environmental and safety regulations.
- Prepared structured technical reports documenting findings, corrective actions, and recommendations.
- Coordinated with multiple stakeholders to resolve operational issues and ensure service continuity.
- Improved reporting and documentation processes, increasing traceability and operational transparency.

Education

Bachelor's Degree in Analytical and Environmental Chemistry

Universiti Malaysia Terengganu (UMT) – 2019

Matriculation Programme in Science Stream

Labuan Matriculation College – 2015

Reference

- Available upon request