

MUHAMMAD ADIB BIN MOHD JA'AFAR

(IT Support Engineer)

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PROFILE

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CORE COMPETENCIES

- Microsoft Office 2016 (Word, Excel, PowerPoint)
- Fluent in Bahasa Malaysia and English
- Networking
- Computer Competency
- Switching & Routing Essentials
- Basic Routing Technology
- Database
- Website Design

SOFT SKILLS

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|--|---|---|
| <ul style="list-style-type: none">• Confidentiality• Time management• Presentation skills• Communication skills | <ul style="list-style-type: none">• Self-motivated• Team player• Creative, analytical and critical in decision making | <ul style="list-style-type: none">• Problem solving skills• Team player• Good leadership skills |
|--|---|---|

WORK EXPERIENCE

1) Mesiniaga Berhad. (December 2019 to March 2020)

Trainee

- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Configured hardware devices, and software to set up workstations for employees.
- Processed over 10-80 support requests weekly for technical assistance on wide range of issues related to Microsoft Applications, Printers, and Teleconference.

2) McDonald NU Central. (November 2016 to April 2017)

Crew

- Efficiently solved customer requests and issues. Also helped the store to achieve the highest customer satisfactory rate.
- Maintained store cleanliness level at the highest rate.
- Actively promoting company's product and services, contributing to excellence in McDonald Customer Relationship Management (CRM) system.

EDUCATION

1) Politeknik Premier Ungku Omar. (June 2017 to May 2020)

- a) *Diploma in Networking System*
 - i) **CGPA:** 3.47
 - ii) **Dean's List** for Semester 2, 3 and 4.
 - iii) Course included are C++ Programming Language, Introduction to Networks, Switching & Routing Essentials, Network Design and Advanced Routing.
 - iv) **Malaysian University English Test (MUET):** Band 4

Sekolah Menengah Kebangsaan Wangsa Maju Seksyen 2. (January 2012 to December 2016)

- b) *Sijil Pelajaran Malaysia (SPM)*
 - i) **Grade:** 3B+, 4B, 1C, 1E

EXTRA CURRICULUM

1) Politeknik Premier Ungku Omar. (June 2017 to May 2020)

- a) *Participated in 59th Merdeka March organized by Polytechnic*
- b) *Massive Open Online Course (MOOC)*

2) Sekolah Menengah Kebangsaan Wangsa Maju Seksyen 2. (January 2012 to December 2016)

- a) *President of Scrabble Club*
- b) *Class Monitor*
- c) *Participated in JPWPKL contingent for 58th Merdeka March*

REFERENCES

1. **Puan Rozita binti Mohd Mokhtar** from Information Technology Department, Ungku Omar Polytechnic
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2. **Puan Nor Resom binti Buyong** from General Studies Department, Ungku Omar Polytechnic
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