



MUAZ BIN AMIRRUDDIN

NETWORK OPERATION CENTER ENGINEER

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📍 Kuala Lumpur 🌐 https://muazamirruddin.com

Profiles

LinkedIn
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GitHub
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Summary

Analytical thinker who blends engineering knowledge, problem-solving skills, and creativity in my work. Committed to continuous learning and upskilling.

Education

Universiti Teknologi Mara (UiTM) Bachelor in Mechanical Engineering (Hons) • 3.55

02/2016 - 02/2019

Experience

M1 Digital Labs Sdn. Bhd. Bandar Utama, Selangor
Network Operation Center Engineer 12/2022 - Present

- Infrastructure Surveillance: Provide 24/7 proactive monitoring of hybrid infrastructure, including on-premises network devices and Windows/Linux server environments to ensure 99.9% uptime.
- Cloud Health Management: Oversee Azure and AWS cloud health utilizing Azure Monitor and AWS Health Dashboard; triaging alerts and executing incident response.
- Data Resiliency: Manage and audit daily backup operations for critical business data, ensuring successful recovery points and compliance with RPO/RTO targets.
- Endpoint & Security Ops: Orchestrate monthly Windows Patch Management and coordinate threat response for malware/suspicious activity, maintaining environment hardening.

NTT Cloud Communications (Malaysia) Bandar Utama, Selangor
Global Support Engineer 05/2021 - 11/2022

- Global Technical Support: Acted as a Tier 1 escalation point for global enterprise clients, managing complex Service Desk requests for UCaaS solutions.
- VoIP Protocol Analysis: Diagnosed voice quality issues by analyzing SIP call flows to isolate faults between carrier, SBC, and internal networks.
- Microsoft Teams Engineering: Provided specialized support for Teams Phone System, troubleshooting call routing, Direct Routing, and media quality issues.
- Identity & Access Management: Managed full lifecycle of Teams Voice users, including provisioning and configuration via Teams Admin Center.

Celcom Networks Sdn. Bhd. Petaling Jaya, Selangor
Network Operation Center Engineer 06/2019 - 05/2021

- RAN Operations: Monitored Radio Access Network (RAN) availability; performed remote Layer 1 remediation including BBU and RRH resets to restore service.
- Core Transport Monitoring: Supervised the Packet Transport Network (PTN) to ensure high-speed backhaul performance and SLA compliance.
- Fiber Infrastructure Assurance: Managed surveillance of the core optical fiber backbone; utilized NMS alerts to pinpoint fiber cuts, reducing Mean Time to Repair (MTTR).

Certifications

AZ900 – Microsoft Certified : Azure

Fundamentals

05/2021 - Present

MS700 – Microsoft 365 Certified : Teams

Administrator Associate

10/2022 - Present

Cisco 200-301 – Cisco Certified Network

Associate (CCNA)

12/2023 - 12/2026

AZ104 – Microsoft Certified : Azure

Administrator

12/2024 - Present

AZ104 – Microsoft Certified : Azure Network

Engineer Associate

12/2025 - Present

Projects

Azure Static Web App Portfolio

01/2026

Setting up of a professional portfolio which gave both hands-on experience and a platform to share my resume. This portfolio was deployed as an Azure Static Web App (SWA) since it is fast, utilizes a global CDN, and provides free SSL out of the box.

<https://muazamirruddin.com>

Skills

Microsoft Azure

Microsoft Teams Admin Center

Cisco Evolved Programmable Network Manager

Cisco Webex Control Hub

Solarwind Orion

Wireshark

N-able : N-Central, Cove Data Protection

SentinelOne

Huawei's iMaster NCE (Network Cloud

Engine) and Automatically Switched Optical Network (ASON)