

AHMAD MURSYID BIN ZULKIFLI

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SUMMARY

I am a fresh Bachelor of Information Technology graduate majoring in Information Systems, with hands-on experience as a Bank Agent and Service Desk Analyst. Skilled in Microsoft 365 administration, UI tools, and creative software. Adaptable and eager to learn, I strive to bring innovative solutions while continuously growing across diverse roles in technology and design.

WORK EXPERIENCE

- **Intern Service Desk Analyst - Hitachi Sunway Data Centre, July 2024 – September 2024**
 - Assisted in managing service requests and incidents for clients and internal teams.
 - Learned user access control, ticketing systems, and data center operations.
 - Gained exposure to scheduling site visits, vendor coordination, and support documentation.
- **Intern Agent Banking - Public Mutual, September 2020 – November 2020**
 - Supported client onboarding and documentation processing.
 - Learned about the banking industry and its operations.
 - Gained basic knowledge of financial services and Islamic banking products.

EDUCATIONAL BACKGROUND

Universiti Tenaga Nasional (UNITEN)

Bachelor of Information Technology (Information Systems) (Hons)

Years: 2022 - 2025

CGPA: 3.14

Kolej Universiti Islam Antarabangsa Sultan Ismail Petra (KIAS)

Diploma In Islamic Finance

Years: 2018 - 2020

CGPA: 3.18

SKILLS

- **Microsoft Office 365:** Word, PowerPoint, Excel, SharePoint, Outlook
- **Microsoft Office 365 Admins**
- **Front-end Tools:** Protopie, Inkscape, Canva
- **Programming Languages:** C, HTML, CSS, PHP
- **Database Management:** SQL
- **Business Analytics:** RapidMiner
- **Enterprise Resource Planning:** SAP
- **3D Computer Graphics Software:** Blender (Beginner)
- **Adaptability**
- **Eager to learn new things**

LANGUAGES

- Bahasa Malaysia (Primary)
- English (Secondary)

ACHIEVEMENTS

- Dean list - Semester 1, (2018/2019)
- Certificate of Participation - SAP Program (2024)

PORTFOLIO

GitHub: <https://mursyidzul.github.io/Website>