



SEAN LIM WEI SEANG

BASIC INFORMATION

Full Name

Sean Lim Wei Seang

Birth Place

Pulau Pinang

Gender

Male

Nationality

Malaysian

Interests

Consumer Hardware, Music,
Global News, Motorvehicles

CONTACT

 Kuala Lumpur

 seanlim000@gmail.com

 +6011-2128 2138

 [LinkedIn](#)

LANGUAGE

English - 9/10

Malay - 8/10

Mandarin - 7/10

CAREER GOALS

With a wealth of experience as a NOC and TSE, coupled with a strong background in management processes and handling ad-hoc tasks to bolster team operations, I am dedicated to achieving excellence in every aspect. My commitment involves applying critical thinking and meticulous attention to detail to ensure the seamless execution of tasks. Eager to explore opportunities that allow me to apply my technical expertise, creativity, and communication skills in a vibrant professional setting, aiming to contribute significantly to organizational success and propel my career forward in the dynamic field of Information Technology.

EDUCATION

2013 - 2014 : SMK USJ 12 (Selangor)
2015 - 2017 ; Maktab Sultan Abu Bakar (Johor)
(Completed SPM in Science with 6A's and 3B's)
2018 - 2020 : Diploma in Information Technology @ Erican College with a graduatiing CGPA of 3.93

WORK EXPERIENCE

Team Lead for NOC, CDNetworks

MARCH 2023 - PRESENT

- Lead a team of Network Operation engineer and supervise the daily operations of the team
- Perform optimization and streamlining of operational processes within the team
- Collaborated with external teams to learn new products and product changes, and trained NOC engineers to effectively support them
- Created comprehensive documents, procedures, and process changes to enhance product support
- Manage expectations and collect team performance in the forms of data as a performance index to upper management
- Trained and mentored NOC engineers, improving their proficiency in supporting new products and changes
- Developed and implemented streamlined documentation and procedures, leading to more efficient support processes under Confluence Wiki
- In-charged for creating and handling projects in collaboration with multiple business teams to support business goals

Senior Network Operation Engineer, CDNetworks

MARCH 2022 - MARCH 2023

- Lead a team of Network Operation engineer and supervise the daily operations of the team
- Perform optimization and streamlining of operational processes within the team
- Collaborated with external teams to learn new products and product changes, and trained NOC engineers to effectively support them
- Created comprehensive documents, procedures, and process changes to enhance product support
- Monitored and supported a Content Delivery Network (CDN) and other services to ensure compliance with Service Level Agreements (SLAs)
- Trained and mentored NOC engineers, improving their proficiency in supporting new products and changes
- Developed and implemented streamlined documentation and procedures, leading to more efficient support processes under Confluence Wiki
- Assumed and partake in more project and tools to help to comply with operational needs

Customer Support Engineer/Incident Response Engineer, CDNetworks

AUG 2020 - OCT 2021

- Act as first Point-of-Contact for customers via different communication mediums to troubleshoot problems encountered by the customer within SLAs
- Versed with customer communication via phone calls, emails, ticketing systems such as Zendesk, and quick messaging tool such as Telegram and Wecom
- To configure according to customers' needs and resolve service-impacting outages
- Serves global customer business in a 24/7 shift model, which customers from the EMEA, US, Japan, Malaysia, Singapore, Korea, and China

Network Operation Centre Engineer, CDNetworks

MAY 2020 - MARCH 2022

- Serve as primary point of contact and liaison for identifying, troubleshooting, and resolving customer issues affecting mission-critical production customer traffic.
- Create and document system processes and tasks related to keeping the network up and performing optimally.
- SLA management.
- Monitor and support CDN and other services to meet Service Level Agreements.
- Work with various internal & external escalation teams to support resolution of service issues.
- Calculate risk of maintenance and change (internal or external).
- Perform support primarily via e-mail and web portals.
- Assess and Grant permission based on work needs.
- Support customers' various configuration requests via internal portals, emails, and calls.
- Familiar with Basic router troubleshooting and configuration.

Additional Experience

MAY 2020 - MARCH 2022

- Worked as RHS Technician in Datacenter
- Translator for official documents
- English Teacher for China students in preparation for IELTS, TOEFL, LinguaSkill, and Duolingo

CCNAv7: Introduction to Networks

The student has successfully achieved student level credential for completing CCNAv7: Introduction to Networks course administered by the undersigned instructor. The student was able to proficiently:

- Configure switches and end devices to provide access to local and remote network resources.
- Explain how physical and data link layer protocols support the operation of Ethernet in a switched network.
- Configure routers to enable end-to-end connectivity between remote devices.
- Create IPv4 and IPv6 addressing schemes and verify network connectivity between devices
- Explain how the upper layers of the OSI model support network applications.
- Configure a small network with security best practices.
- Troubleshoot connectivity in a small network.

Sean Lim

Student

University of Malaya

Academy Name

Malaysia

Location

3 Sep 2021

Instructor

Instructor Signature


DR. ANG TIAN FEI, MSc
Senior Lecturer
SEP 2020
UNIVERSITY OF MALAYA
KUALA LUMPUR