



# MUHAMMAD SHAHRIL BIN ABDUL HAMID

Deskside Support Engineer

## PROFILE

Aspiring cybersecurity and forensics personnel who is deeply passionate about the Information Technology and Cyber Field. Knowledge-hungry and a fast learner. Well-versed in public security, quick thinking, and ever adapting.

License : Class 2, 3, 4

## CONTACT

PHONE:  
+65 90928604

EMAIL:  
md.shahril1991@gmail.com

## EDUCATION

### Murdoch University

Sept 2022 – Sept 2024 (expected graduation)

- Bachelor of I.T in **Cybersecurity & Forensics**
- Bachelor of I.T in **Business Information System**

### Ngee Ann Polytechnic

Apr 2009 – Apr 2011

- Diploma in **Electrical Engineering**
- Diploma Plus in **Leisure & Retail Management**

## WORK EXPERIENCE

### Nityo Infotech Pte Ltd – Deskside Support Engineer

Aug 2023 - Current

Expert in providing technical assistance and resolving IT-related issues for end-users in a Healthcare environment.

- Ensure smooth operation of hardware and software of almost 2000 users in a fast-paced healthcare environment.
- Response to numerous clients with varying scopes of inquiries including hardware and software issues.
- Provides efficient technical support to users handling sensitive medical documents.
- Provides instructions or directly sets up desktop hardware.
- Assists with the installation of computer software, operating system updates, and onboarding of new users.
- Performs installation, monitoring, testing, configuration, migration, maintenance, and troubleshooting of assigned technology.

### Special Operations Command (SPF) - RDT Trooper

Aug 2018 – Feb 2022

Specialized in rapid response and counter-terrorism operations.

Served as an Operations Officer, overseeing daily tasks, troop readiness, and documentation. (2021 – 2022)

Served as a Welfare Officer, ensuring team well-being. (2021 – 2022)

- Trained RDT Operator.
- Managed high-pressure policing and counter-terrorism tasks.
- Applied strong problem-solving skills in dynamic situations.
- Ensured troop readiness and coordination of daily activities.
- Kept the morale of 46 Troopers positive ensuring their welfare and maintaining a positive camaraderie.
- Maintained critical documentation for operational efficiency.

### Awards and Acknowledgments:

- Commander's Award (SOC) - 2019: Recognized for outstanding work in organizing and executing the 2019 RDT Gymkhana Challenge.

## **Singapore Aero Engine Services Pte Ltd – Aircraft Engine Technician**

Apr 2014 – June 2018

Aircraft Engine Technician at SAESL, specializing in Rolls Royce aircraft engines. Ensured top-notch maintenance, repair, and overhaul (MRO) procedures, emphasizing precision, compliance, and safety.

- Worked on Rolls Royce Trent engine for Airbus and Boeing aircraft.
- Comprehensively followed engine manuals, ensuring precise execution of procedures.
- Integrated human factors principles for enhanced safety and operational efficiency.
- Actively participated in Lean Six Sigma initiatives, optimizing processes for efficiency.
- Maintained stringent quality standards, contributing to airworthy engines.
- Collaborated effectively with cross-functional teams to meet company KPIs.
- Kept updated on industry advancements through continuous learning.
- Prioritized safety, adhering to strict protocols and hazard identification.
- Assisted in project management, streamlining maintenance projects.

### **Awards and Acknowledgments:**

- Model Trainee Technician (SAESL) - 2014

## **SKILLS**

### **Technical Skills:**

- Hardware & Software Troubleshooting
- Microsoft Office Suite
- Lean Six Sigma Yellow Belt
- Basic Database Management (MySQL, Oracle, SQL Server)
- C++ Programming
- Cyber Forensics Tools (OSForensics, Winhex)
- IT Project Management
- Basic Active Directory Knowledge

### **Soft Skills:**

- Effective Communication
- Team Collaboration
- Problem Solving
- Adaptability
- Time Management
- Leadership
- Customer Service
- Attention to Detail
- Critical Thinking
- Conflict Resolution