Joshua Lee Zhi Qian

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Email: leejoshua134@gmail.com

PROFESSIONAL EXPERIENCE

Netforge Solution Sdn Bhd - IT Support   Nov 2024 - Present
- Installed, configured, and maintained computer operating systems and services (Windows, Linux, Windows Server).
- Provided Level 1 and Level 2 technical support to resolve end-user issues across multiple platforms.
- Performed remote server lifecycle operations (provisioning, monitoring, decommissioning).
- Scaled infrastructure components such as IP addresses, RAM, and storage based on demand.

InfiniteX Sdn Bhd - Associate Consultant   Nov 2023 - Nov 2024

- Managed end-to-end Microsoft 365 environment: user provisioning, licensing, and core service configurations (Exchange Online, SharePoint, OneDrive).
- Led M365 administration teams and enforced best practices for Microsoft Teams and policy governance.
- Implemented and maintained M365 security, including Entra ID (Azure AD) and Multi-Factor Authentication (MFA).
- Diagnosed and resolved issues related to Active Directory and M365 infrastructure.
- Created and maintained project documentation (design specs, implementation plans, post-implementation reports) in alignment with IT standards and compliance.

Xone Tech Sdn Bhd - Resident Engineer & Front-End Engineer   Jun 2022 - July 2023

- Delivered IT services in Incident, Problem, Asset, and Change Management aligned with ITIL best practices.
- Monitored, tracked, and closed service tickets within SLA timelines to maintain customer satisfaction.
- Performed OS support tasks including daily health checks, patching, and configuration management for Windows systems.

TECHNICIAN SKILLS

System Administration: Windows, Linux, Windows Server, Microsoft 365
Virtualization: VMware, Hyper-V; basic Docker setup
Cloud & Infrastructure: AWS EC2, Exchange Online, SharePoint, OneDrive, Teams, Entra ID
Networking: DNS, DHCP, TCP/UDP, Firewall
Automation & Monitoring: Jenkins (CI/CD), Ansible (fundamentals), Zabbix (server monitoring)
Email Migration: Google Workspace to M365, PST migration, tenant-to-tenant migrations
Scripting & Version Control: PowerShell, GitHub (fundamentals), Command Line

SOFT SKILLS
Teamwork
Problem Solving
Adaptability
Effective Communication
Active Listening

EDUCATION &

Sekolah Menengah Kebangsaan Usj 8
2012-2017
Sijil Pelajaran Malaysia

SJK(C) CHEE WEN
2005-2011
UPSR (Ujian Pencapaian Sekolah Rendah)

Certifications

- Microsoft 365 Certified: Fundamentals (MS-900)
- Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900)
- Microsoft Certified: Identity and Access Administrator Associate (SC-300)