

Joshua Lee Zhi Qian

Phone: +6016-3955159

Email: leejoshua134@gmail.com

Address: AK-02-03 Court 10 Apartment, 47630 Subang Jaya

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

Email Migration: Google to M365, PST migration, tenant-to-tenant

Cloud & Infrastructure: Exchange Online, SharePoint, OneDrive, Teams, Entra ID

Networking: DNS, DHCP, TCP/UDP, Firewall

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)