**MUHAMMAD AZIM FAIZAL**

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**PROFESSIONAL SUMMARY**

Dedicated and technically skilled **IT Specialist** with 3+ years of experience in providing comprehensive technical support, system administration, and software deployment. Proficient in troubleshooting, maintaining networks, and improving system performance. Known for resolving complex issues efficiently and working well in cross-functional teams.

**TECHNICAL SKILLS**

* **Operating Systems**: Windows Server, Linux (Ubuntu, CentOS), macOS
* **Networking**: TCP/IP, DNS, DHCP, Cisco Routers, Firewall configuration
* **Programming**: Python, Bash, PowerShell
* **Tools**: Active Directory, VMware, Git, Visual Studio Code, Wireshark
* **Software & Systems**: Microsoft 365, Exchange, Jira, MySQL, AWS (basic)
* **Other**: ITIL Foundation Certified, Strong Documentation & Support Skills

**PROFESSIONAL EXPERIENCE**

**IT Support Executive**  
*FusionTech Sdn Bhd, Kuala Lumpur | Mar 2022 – Present*

* Provided Tier 1 and Tier 2 support to over 200 employees across 3 branch offices.
* Installed, configured, and maintained hardware, software, and printers.
* Managed user accounts and group policies through Active Directory.
* Assisted in migrating company email system to Microsoft 365 with zero downtime.
* Documented IT processes and created internal knowledge base articles.

**System Administrator Intern**  
*UTM IT Department, Johor Bahru | Aug 2021 – Jan 2022*

* Monitored server uptime and assisted in daily backups and patch management.
* Supported the setup of virtual machines using VMware and Hyper-V.
* Helped resolve networking issues and upgraded antivirus systems across campus labs.

**EDUCATION**

**Bachelor of Information Technology (Hons.)**  
*Universiti Teknologi Malaysia (UTM), Johor | Graduated: 2022*

* CGPA: 3.56 / 4.00
* Final Year Project: *"Cloud-Based Helpdesk Ticketing System Using Python & Flask"*

**CERTIFICATIONS**

* CompTIA A+ (2023)
* ITIL Foundation Certificate in IT Service Management

**PROJECTS**

**Smart Inventory Management System**

* Built using Python, SQLite, and Tkinter; used by campus admin to track lab inventory.
* Included user roles, item search, and automated stock alerts.

**Basic AWS Infrastructure Setup**

* Designed a small-scale cloud infrastructure using EC2, S3, and Route 53 during online course labs.