



WAN MUHAMMAD NABIL

I'm Nabil, 23 years old, and I have hands on experience in managing both preventive and corrective maintenance, ensuring that all tasks are completed efficiently and on schedule, while meeting customer SLA requirements. I'm skilled at handling reports, working closely with teams, and applying best practices to keep projects running smoothly. My focus is always on delivering quality service and finding effective solutions to problems.

SKILLS

- Helpdesk Support - Manage trouble ticket
- Basic computer software troubleshooting
- Linux Server - Basic Commands and Services
- Malay - Native
- English - Basic

EDUCATION HISTORY

ILP Kuala Lumpur 2020-2022

Malaysian Skills Certificate Level 3 - Computer System Technology

WORK EXPERIENCE

2020

The Capal - Operation (Part Time)

- Packaging items such as skullcaps and snapback cap
- Quality Control skullcaps, kayu sugi and snapback cap

Mei 2022 - Dis 2022

Isente Sdn. Bhd. - IT Technician


- Distribute new 140 laptops for Lembaga Tabung Angkatan Tentera (LTAT)
- Manages the distribution of ICT assets, including laptop, PC and printers, for Dewan Negeri Selangor.
- Following the designated timeline for each project's preventative maintenance
- Configure new laptop or PC that need to be use by client


Dis 2022 - Present


Isente Sdn. Bhd. - IT Helpdesk

- Manage all received trouble tickets from other projects and create a monthly report for all of the received ticket.
- Find a solution for all reported problem
- Monitor and manage corrective maintenance reports in accordance with the SLAs set by the client.

CONTACT

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