



AMIR ZAKWAN BIN ZABAH

IT EXECUTIVE

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BATU CAVES, Selangor

Summary

Experienced IT Supervisor with over 6 years of progressive experience in IT infrastructure, network monitoring, and digital transformation. Cisco Certified and highly skilled in deploying ERP systems, Linux environments, Microsoft Power Platform, and virtualization tools. Adept at leading cross-functional teams to implement automation, improve business processes, and enhance operational efficiency. Committed to delivering scalable, secure, and user-centric IT solutions.

SKILLS

Networking & Monitoring: Cisco, SNMP, VLAN, Zabbix, Prometheus, Grafana

Platforms & Tools: Microsoft Azure, Power Platform, Proxmox, SharePoint, Synology NAS

Programming & Development: HTML, CSS, PHP, Power Apps, Power BI, Excel (Advanced Formulas)

Backup & Recovery: Veeam Backup, Data Recovery, System Formatting

ERP & Admin: Infor CloudSuite Industrial, 365 Admin, IT Form Digitalization

Soft Skills: Project Management, Team Collaboration, Troubleshooting, Documentation

EXPERIENCE

IT EXECUTIVE

Synztec Sdn Bhd

Shah Alam, SELANGOR

November 2022-Present

- Led digital transformation initiatives including ERP system implementation as 2nd lead.
- Deployed and maintained Linux servers using Proxmox; managed AD, backup, and network infrastructure.
- Designed and developed Power Apps solutions: approval workflows, attendance tracking, and BOM forms.
- Utilized Power BI for production analysis and NG/OK monitoring dashboards.
- Configured and managed Cisco switches (VLAN, smartport, SFP) and Synology NAS for backup.
- Integrated monitoring systems with Zabbix, Prometheus, and Grafana for network visibility.
- Administered SharePoint and Microsoft 365 environments.

IT ASSISTANT

Secret Recipe

Taman Mayang Petaling Jaya

November 2019-November 2022

- Collaborated with vendors to launch mobile apps on Android/iOS.
- Integrated Grab services with ZeonIQ POS system, improving efficiency.
- Supported promo requirements, system testing, and troubleshooting.
- Built Excel-based dashboards and assisted SRKK with data reporting automation.

IT EXECUTIVE

Aegis/Star Hub BPO (SG Company)

Ara Damansara Petaling Jaya

September 2018-September 2019

- Supported end users in Singapore for Star Hub ISP services.
- Handled troubleshooting for internet issues and escalated via ticket system.

MANAGEMENT INFORMATION SYSTEM

The Store

Muar Johor

June 2017-July 2018

- Managed network/server infrastructure across multiple floors.
- Performed nightly server backups and POS maintenance.
- Coordinated with HQ on promotional data updates.

EDUCATION

Diploma in Computer Networking (Completed Coursework)

Kolej Professional Mara, Pahang

CERTIFICATIONS

- Cisco CCNA, 2016
- Microsoft Azure Fundamentals (AZ-104)
- Microsoft Azure Security (AZ-500)
- Microsoft Azure Architect (AZ-305)

PROJECTS

Internal IT Management System

Deployed a record management system using Linux (CentOS) on UpCloud. Configured NGINX, PHP, Composer, MariaDB, and used Cloudflare with GoDaddy for DNS/IP control.

LANGUAGES

- Bahasa Melayu: Native
- English: Fluent

AWARDS

- Most Improved Performer, Secret Recipe, 2021