AHMAD SAIFUL ZAINI

IT EXECUTIVE / IT SUPPORT

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summary

Dedicated IT enthusiast with a strong foundation in technical support and a passion for continuous learning. Experienced in troubleshooting, system maintenance, and providing exceptional user support. Seeking new opportunities to leverage and expand technical skills, drive innovation, and contribute to a dynamic team environment. Interest and determine in networking, cybersecurity and support, eager myself to embrace new challenges and grow professionally in a forward-thinking organization.

Professional experience

IT Executive/IT Support, Lionmas Furnisher (M) Sdn Bhd   Jan 2024 - Present

- Perform fist level of end user support, IT hardware/software setup and troubleshooting in LAN/WAN environment..
- Assist and support business ERP system to ensure smooth operation.
- Support operational requirements and maintenance of the whole IT infrastructure including computer hardware, CCTV, phone, server, printing machine, router etc to ensure smooth operation in HQ and branches.
- Accurately keep inventory and labelling of computer hardware, software, licensing etc.
- Monitor operations such as hardware & license usage, backup, and generate monthly usage report to manager
- Documentation company IT assets (Hardware & software) , Incident Record (Cyber Attack, Internet connection problem, etc)

Internship, Inistate @ GNey Software Sdn Bhd   Mar 2023 - Aug 2023

- Involved in Inistate mobile app software manual and automated testing (IOS & Android)
- Involved in Inistate mobile app automated testing scripting using Flutter and JavaScript
- Developed Inistate solution and app demo using Inistate Low code app builder.
- Provide support to clients support channel.
- Wrote up to 20 community post in Inistate community website.
- Performed research and brainstorming to improve company products

Education

Diploma In Science Computer (CGPA : 3)   Oct 2020 - Aug 2023

Universiti Teknologi MARA (Segamat, Johor)
- Dean List Award Semester 3 (3.57) & 4 (3.56)
- Activities and societies: Poster, Logo and Pantun Design Competition, Curricular Program Wancana Semarak Patriotisme, Sulam Kembara , First Aid Workshop, Digitizing Content Marketing Workshop

Sijil Pelajaran Malaysia (Grade: 6A- 2B+)   Jan 2014 - Dec 2019

SMK Bandar Seri Alam (Masai. Johor)
- Dean List Award Semester 3 & 4
- Activities and societies: Poster, Logo and Pantun Design Competition, Curricular Program Wancana Semarak Patriotisme, Sulam Kembara , First Aid Workshop, Digitizing Content Marketing Workshop

Skills

Problem Solving	Communication	Troubleshooting
Critical Thinking	Teamwork	Computer Skills

Language

Malay - Native	English - intermidate