



# Ammar Ibrahim Mohamed

A versatile, analytical and hard-working individual with a practical hands-on approach, who always perseveres to achieve the best results, proven ability to manage and complete projects to the highest standard, with a great attention to detail and within agreed deadlines.

## Experience

### Application Support Engineer

November 2025 - Present

OS Trio Technology Sdn Bhd

- Supported ERP project implementation including UAT, user training, and go-live activities.
- Installed and maintained ERP systems, IIS, and SQL Server environments.
- Performed database setup, restoration, and report deployment.
- Provided customer technical support and system consultation.
- Managed server maintenance, daily backups, and data restoration.
- Conducted IT security checks and software licensing audits.
- Handled internal IT support and infrastructure maintenance.

### ERP Support Analyst

May 2025 - September 2025

Stellar Dynamic Solutions Sdn Bhd

- Provide first-line support, configure modules, and ensure alignment with business needs.
- Analyze processes, recommend improvements, and create BAQs, dashboards, and custom reports.
- Deliver training, document processes, and work with technical teams on enhancements and integrations.
- Manage ERP upgrades, monitor data integrity, enforce security standards, and drive system optimization.

### Robotics Engineer

October 2023 - April 2025

Engineering Aids Sdn Bhd

- Develop welding programs, diagnose, and resolve hardware/software issues.
- Ensure welded components meet standards and comply with safety regulations.
- Train staff on system operation and maintain accurate technical records.
- Keep systems updated with Panasonic technology, perform upgrades, and conduct regular maintenance.

### Technical Service Assistant

October 2022 - April 2023

Electrolux Malaysia

- Attend customer service orders including repairing and refurbishment tasks.
- Respond and handle customer enquiries on after sales service information as when required.
- Prepare quotation and follow up with customer on the unit collection.
- Track personal service order and manage individual AR to meet the KPI.
- Close collaboration with internal team - Call center, Spare part.

### Junior Engineer

July 2022 - September 2022

Alpha Technic Automation Sdn Bhd

### Intern

December 2021 - June 2022

Alpha Technic Automation Sdn Bhd

## Achievements

- Obtained Deans List 3 Semester in a row from OUM in 2019.
- Lead a group and achieved 6th position out of 40 group for FYP from GMI in 2015.
- Achieved King's Scout Award in 2012.

## Reference

### Muhamad Alif Naim

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Project/Design Engineer, Engineering Aids Sdn Bhd

(011-26236116)

### Muhamad Najiy Suhaimi

Senior Technical Service Assistant, Electrolux Malaysia

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## Contact

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Damansara Perdana,  
Petaling Jaya, Selangor



## Education

### Bachelor of Computer Science (Software Engineering)

Sept 2022 - Present (Part time)

Universiti Teknologi Malaysia

### Diploma in Industrial Electronics

Jul 2013 - June 2022

German Malaysian Institute (CGPA:  
3.41)

### Diploma in Management

Jan 2018 - Apr 2022

Open University Malaysia (CGPA:  
3.78)

## Expertise

- Industrial Engineering
- Microsoft Word, Excel, Powerpoint
- Programmable Logic Circuit (PLC)
- HTML
- CSS
- JAVA
- PHP
- SQL
- MSSQL

## Language

- English
- Malay
- German