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- Administered endpoint security solutions including Kaspersky Endpoint Security 13, ensuring proactive threat detection and mitigation.
- Managed procurement and lifecycle of IT hardware and software licenses, ensuring compliance and operational readiness.
- Maintained Office 365 tenant administration, Active Directory user lifecycle, and Windows Server 2012 environment, ensuring smooth user access and license renewals.
- Configured Sophos VPN clients and monitored data center infrastructure including power, cooling, and security systems, maintaining stable operational conditions.
- Executed daily backups and recovery drills using Acronis, Veeam, and Cobian Backup, ensuring data integrity and disaster recovery readiness.
- Performed preventive maintenance and troubleshooting on desktops, laptops, and servers, resulting in a 15% reduction in recurring hardware issues.

System Engineer
Tata Consultancy Services | Kuala Lumpur

Aug 2021 - Nov 2021

- Delivered IT support services to Manulife employees across the APAC region, resolving hardware issues.

IT Field Engineer
NTT Data Services | Cyberjaya

Nov 2017 - Jul 2021

•Provided desktop and laptop support for 300+ users, diagnosing and resolving hardware, software, and network issues efficiently.
•Managed Active Directory and Group Policy Objects (GPO) for user access, group management, and security compliance within Windows Server 2019 environments.
•Configured and maintained Cisco network devices including switches, VLANs, DHCP, and trunking to ensure secure and optimized connectivity.
•Performed remote troubleshooting, system migrations, and workstation imaging to support IT operational continuity.
•Conducted IT training sessions for end-users to improve adoption and reduce helpdesk calls.
•Managed IT inventory, hardware procurement, and replacement schedules, improving asset tracking and budgeting accuracy.

IT Helpdesk
Hewlett Packard Enterprise | Cyberjaya

Oct 2016 - Jun 2017

•Delivered first-line support to global Ericsson users across APAC, EMEA, and AMAC, handling hardware, software, and network issues in a 24/7 environment.
•Utilized BMC Remedy and Smart SMP ticketing systems to log, track, and resolve user issues with high efficiency.
•Managed Active Directory accounts and group policies to maintain user access and compliance.
•Provided clear technical communication to non-technical users, improving user satisfaction and issue resolution times.
•Supported software installation, hardware setup, and remote troubleshooting, ensuring minimal downtime.

Education

Universiti Tenaga Nasional

Bachelor in Information Technology

Languages

Malay, English