

Ariq Zuhair Rajali

Part-Time Job

Personal Info

Email
ariqzuhair4@gmail.com

House
Kuching, Sarawak

Phone Number
018-2750610

Race
Malay

Date of Birth
06/01/2001

Skills

Customer Services & Support

Data Visualization

Computer Skills

Troubleshooting

Problem-Solving

System Analyst

Adaptability

Networking

Software

Remote Desktop Application

Microsoft Office

Adobe Premier

Google Suits

Photoshops

Power BI

Languages

Malay – Native Speaker

English – Fluent



Summary

System Support Analyst offering 2 years of experience troubleshooting technical issues. Adept at resolving customer complaints, providing technical guidance, and ensuring customer satisfaction.

Work Experience

System Support Analyst, Sacofa, Kuching

August 2022 – June 2024

- **Daily Network Monitoring & Updates:** We regularly monitor new performance to identify and resolve potential issues, ensuring uninterrupted connectivity across the organization.
- **Network Device Deployment:** Configured and deployed network switches and access points (Aps) to enhance office connectivity and ensure optimal network performance.
- **Troubleshooting & First Response:** Acted as the first responder for network troubleshooting, swiftly diagnosing and addressing network device and system issues.
- **Ticket System Response:** Managed and resolved IT support tickets within the defined scope of work, maintaining high efficiency and user satisfaction.
- **IT Onboarding Briefing:** Conducted IT onboarding sessions for new employees, providing them with essential knowledge of company IT policies, tools, and systems.
- **Standby IT Personnel:** Served as on-call personnel to address urgent IT infrastructure issues, minimizing downtime and ensuring business continuity.
- **Laptop & PC Audits:** Performed quarterly audits of laptops and PCs to ensure compliance with company policies, including software updates, security protocols, and asset tracking.

IT Trainee (Internship), Sacofa, Kuching

May 2022 – August 2022

- **IT Onboarding Support:** Setting up and configuring laptops for new staff, ensuring smooth system operation, security compliance, and adherence to company policies.
- **Technical Expertise Development:** Acquired hands-on experience in network device protocols, configurations,

and troubleshooting techniques to support IT operations.

- **Internal Communication Design:** Created visually engaging e-posters to support internal communications, effectively promoting the department's initiative and organizational program.



Education

Degree in Computer Science, Swinburne University of Technology, Sarawak Campus

2024 – Present

- Major in Cybersecurity, Minor in Artificial Intelligence
- Swinburne's Dodgeball Team

Diploma in Computer Science, University Technology Malaysia

2018 – 2021

- Student Union's Deputy Vice Treasury (2019)
- Gen-hack: Mobile App Design (2019)
- Annual Grand Meeting's Special Task Officer (2019)
- College Emergency Response Team (2019)
- Microsoft Workshop (2018)



References

References available upon request