**Ahmad Hamidon Ali**

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**Summary**

Seasoned Batch job monitoring operator with 14+ years of experience at DXC Technology (formerly Hewlett Packard). Proven ability to monitor, troubleshoot, and resolve system and batch job problems, as well as collaborate with engineers to improve monitoring and alerts. Expertise in BMC Control M, BMC Remedy, AS400 Monitoring, and ITIL.

**Professional Experience**

Feb 2009 - Present **Batch Operation Support, DXC Technology (Merging with Hewlett Packard)**

* + - * Monitor system and batch job processing; perform problem resolution; and timely escalation of issues and critical alerts.
      * Collaborated with Application Support engineers for system and batch jobs recovery. Setup and maintain the monitoring maintenance policy for system undergoing maintenance, to stop and resume the monitoring and alerts.
      * Collaborated with Scheduler and Application Support engineers in improving the system and batch monitoring and alerts,
      * Participate in the Daily Operations meeting and prepare Health Check report.

**Skills**

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| --- | --- |
| * Incident Management | * BMC Control M |
| * BMC Remedy * Communication * Automic | * AS400 Monitoring * Collaboration * ITIL |

**Certifications**

ITIL

**Education**

Jan, 2004 - Dec, 2008 **Universiti Teknikal Malaysia Melaka**

Bachelor’s Degree in Computer Systems Networking and Telecommunications,

**Courses**

* Sept, 2023 Ethical Hacking Essential, EC-Council
* Aug, 2023 Metasploit Essential Training, Linkedin
* Aug, 2023 Practical Cybersecurity for IT Professionals, LinkedIn
* Jul, 2023 Introduction to Kali Linux for Penetration Testing and Ethical Hacking, LinkedIn
* Jul, 2023 Security Testing: Nmap Security Scanning, LinkedIn
* Apr, 2022 CompTIA Security+, CompTIA
* Jun, 2022 AZ 900 Microsoft Azure Fundamentals, Microsoft
* Nov, 2021 AZ 500 Microsoft Azure Security Technologies, Microsoft