

## PROFILE

An experienced Modern Workspace Analyst with a history of supporting and optimizing digital work environments. Skilled in managing modern workplace technologies, troubleshooting, user support, and collaboration tools. Proficient in working with various operating systems, Microsoft 365, and cloud-based solutions. Passionate about learning new technologies and a growing interest in Front-End Web Development .

## CONTACT



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Linkedin – Syamir Norzalimi

## SKILLS

- Negotiation
- Communication
- Critical Thinking
- Basic SQL
- Kotlin (Beginner)
- HTML (Intermediate)
- CSS (Intermediate)
- Basic knowledge in pc maintenance

## EDUCATION

### KPTM Batu Pahat

2022 - 2025

Diploma in Information Technology

### SMK Dato' Hamzah (SMKDH)

2017-2021

SPM

## EXPERIENCE

### Logicalis Asia Pacific MSC Sdn. Bhd.

#### 2025 – Internship as a Modern Workspace Analyst

- Provide comprehensive support for incident and service request management, encompassing the diagnosis and troubleshooting of customer issues.
- Install and configure Windows Server backups, including the creation and scheduling of backups and restores using Commvault (CommCell Console & Metallic) and Avamar.
- Provide continuous monitoring and support across various cloud platforms, including AWS, Azure, and VMware, for both public and private clouds.
- Perform detailed incident analysis, including process management, CPU, and memory analysis, to ensure rapid recovery from service interruptions and prevent recurring issues.



### Uniqlo Aeon Bukit Tinggi

#### 2021 – Retail Assistant

- Developed strong communication and negotiation skills through daily customer interactions.
- Provided personalized customer service and assisted customers with product selection.
- Effectively handled customer inquiries and concerns to ensure a positive shopping experience.
- Collaborated with team members in a fast-paced and dynamic retail environment.
- Managed time efficiently to meet daily operational and sales goals.
- Strengthened problem-solving skills by addressing customer needs and store challenge