



# MOHD NOOR FAIZ BIN ABDUL RAHIM

Sungai Buloh, Selangor | 018-2104137 | mohdnoorfaiz38@gmail.com

Experienced and versatile IT Executive with hands-on expertise in network infrastructure, end-user support and IT compliance. Proven track record in optimizing IT systems and supporting cross-functional projects. Adept at managing network environments, with technical troubleshooting skills and a proactive approach to risk management and process improvement.

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## WORK EXPERIENCE

### Network Engineer

SMART TECH TANK SDN. BHD. | Shah Alam, Selangor 12/2024 – Present

- Installed and configured the LEMP stack (Linux, Nginx, MySQL, PHP) on Ubuntu Server hosted on an on-premises HP ProLiant server to support web application hosting and development in a staging environment with internal access.
- Organized and restructured a cluttered network rack to improve airflow and accessibility, including modem, router, phone, and CCTV hardware.
- Led the planning, installation, and management of Starlink satellite internet for a Proof of Concept (POC) on the KDN project, utilizing both Starlink High Performance and Standard Antennas to ensure reliable connectivity in a remote/off-grid environment.
- Provided technical support for printer configuration and troubleshooting, CCTV maintenance, and Wi-Fi performance tuning, ensuring smooth daily IT operations.
- Currently pursuing the Complete Ethical Hacking Bootcamp on Udemy (self-paced), focusing on penetration testing, network security, and ethical hacking tools.

### IT Executive, Network & Infrastructure

PERCETAKAN NASIONAL MALAYSIA BERHAD | Cheras, KL 10/2023 – 12/2024

- Installed, configured, and managed network devices including Access Points, Switches, Routers, and Firewalls from HP, 3COM, H3C, Cisco, Aruba, Huawei, and Watchguard.
- Revamped and upgraded network infrastructure (hardware & software) to improve performance and reliability.

- Provided technical support for desktops (Windows environment), servers, Huawei Wi-Fi controllers, and Dahua CCTV both onsite and remotely.
- Conducted preventive maintenance and documentation across HQ and branch offices to ensure system stability and continuity.
- Assisted in implementing IT internal controls to protect company data and systems.
- Supported IT audits by preparing documentation and addressing audit findings, aligning with compliance requirements.
- Developed network diagrams and infrastructure designs using Microsoft Visio and draw.io for IT proposals.
- Participated in cross-functional IT projects including system upgrades, network improvements, and software rollouts.
- Maintained documentation for IT processes, procedures, and reports.
- Acted as backup for critical infrastructure and systems during emergencies or outages, assisting in system troubleshooting, migration, and upgrade tasks.

### **Assistant Manager**

TM TECHNOLOGY SERVICES SDN. BHD. | Subang, Selangor 02/2020 – 09/2023

- Assisted Manager in the planning and implementation of projects.
- Tracked and reported project progress on Microsoft Project.
- Liaised and managed project execution with vendors and clients.
- Provided project documentation: Monthly Progress Report, User Acceptance Test, Final Acceptance Test.
- Configured, installed, and managed network devices from DELL & Cisco.
- Set up a complete server rack, including server, network equipment, cabling (UTP and fiber), KVM switch, and UPS.

### **Technical Engineer**

PERSISKOM SDN. BHD. | Setapak, KL 07/2018 – 01/2020

- Installed, configured, and managed network equipment (AP, Switch, and Router) from Mikrotik, Ubiquity, and TP-LINK.
- Monitored and generated network hardware health reports using theDude network monitoring tools.
- Provided technical support for Wi-Fi connectivity issues on-site or over the phone.
- Conducted preventive maintenance with standard procedures and documentation for all sites.
- Developed network designs for project technical proposals using Microsoft Visio and draw.io.

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## **SKILLS**

- **Networking:** Cisco, Huawei, Aruba, Dell, TP-Link, Ubiquity, Mikrotik, Watchguard, HP, 3COM, H3C, Starlink, Cabling (UTP & fibre), Extra Low Voltage, Cloudflare
- **OS & Servers:** Windows Server, Ubuntu Linux
- **Web Stack:** LEMP (Linux, Nginx, MySQL, PHP)
- **Tools:** Microsoft Visio, draw.io, Remote Desktop, AnyDesk, Cacti, theDude, Cyberduck, Putty, WinSCP, FileZilla, Oracle VirtualBox, WakeMeOnLan, GitBash, Putty, Cisco Packet Tracer, ManageEngine - Netflow Analyzer
- **Security & Compliance:** Basic cybersecurity, IT policy awareness, audit support

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## CERTIFICATIONS

- CCNA - Cisco
- CA1C - Telekom Malaysia
- CA2C - Telekom Malaysia
- OpManager Plus - ManageEngine
- Cloudflare 101 - Inframesia

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## EDUCATION

### **Bachelor of Engineering (Hons) in Data Communication**

UniKL BMI | 2015 – 2018

### **Diploma of Engineering in Telecommunication**

UniKL BMI | 2012 – 2015

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## REFERENCES

- **Che Wan Mohd Arrazee Che Wan Alias**  
HOD, Technical Department, Smart Tech Tank Sdn. Bhd.  
chewan@smarttechtank.com
- **Ahmad Safwan b. Abd Aziz**  
Manager IT, Network & Infra, Percetakan Nasional Malaysia Berhad  
safwan@printnasional.com.my
- **Ahmad Tarmidzi bin Hashim**  
Manager, DSAM, TM Technology Services Sdn. Bhd.  
tarmidzi.hashim@tm.com.my