

MUHAMMAD IQBAL NUR RIFQI BIN HAJI MATNOOR



CONTACT ME

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EDUCATION

Bsc in Computer Science
Laksamana College of Business
2017-2020

Diploma in Information Technology
Maktab Teknik Sultan Saiful Rijal
2014-2016

SKILLS

Communication	90%
Leadership	80%
Teamwork	90%
Office	90%
Management	90%
Problem Solving	80%

LANGUAGES

English	80%
Malay	90%

PERSONAL INFO

I am a hard working, honest individual and also good time management. I always willing to learn new skills. I am friendly, helpful and polite, have a good sense of humour. I am able to work independently in busy environments and also within a team setting. I am outgoing and tactful, and able to listen effectively when solving problems.

WORK EXPERIENCE

IT Officer (I-Ready Apprentice Program)

Jabatan Pengajian Islam 22 May 2021-21 November 2022

- Manage track record in delivering exceptional service to end-users and company clients.
- Maintain accurate, comprehensive reports of all IT-related systems including desktops and laptops and IT hardware.
- Ensure proper maintenance of computers peripherals, printer, networking, internet & e-mail, security, data backup and recovery.
- Assist to install software, network, internet, email, printer and update antivirus.
- Train and guide user on using new software, PC maintenance and troubleshoot.
- Interact with third-party service providers and vendors as needed to support core duties.
- Updates user data and produces activity reports.
- Manage new and existing users in Active Directory and Office365

IT Technician

1 October 2020 - 20 May 2021

OKVY Enterprise

- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Provide orientation and guidance to users on how to operate new software and computer equipment
- Re-imaging of laptops and desktops and software deployment
- Maintain records/logs of repairs and fixes and maintenance schedule
- Developing positive relationships with all departments and colleagues.

IT Support

1 April 2016 - 31 July 2016

Universiti Brunei Darussalam

- Resolving IT support requests from employees
- Answering employee questions regarding computer systems
- Gathering and analyzing data to diagnose problems with computer systems
- Changing configurations, settings and permissions to fix computer issues
- Generating sign ins for new hires during the onboarding process
- Installing new software and hardware drivers and updating existing ones as needed
- Logging all service requests and updating tickets as needed

REFERENCES

Sabri Amirul Hafiz bin Haji Yunos

Pegawai Pelajaran, Jabatan Pengajian Islam

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