MOHAMAD IZZAM BIN SAMSUDIN

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Experienced IT Service Desk with over 4 years if experience in delivering technical support and resolving IT issues efficiently in fast-paced environment. Demonstrated ability to meet call handling goals by managing an average of 20 interactions per day with an 80% first-call resolution rate (FCR). Achieved a 99% customer satisfaction (CSAT) through strong interpersonal skills and prompt problem-solving.

WORK EXPERIENCE

IT Service Desk Analyst (Korean Speaker) | Atos Services Malaysia (Cyberjaya)   Nov 2020 - Present

- **Administered user accounts and permissions** using Active Directory by configuring user roles and access levels, resulting in improved system security and streamlined access controls.
- **Applied fundamental networking** concepts, including IP addressing, DNS, and VPNs by setting up and troubleshooting network configurations, which enhanced overall network efficiency and reliability.
- **Resolved technical issues** for end-users by applying strong problem-solving skills, leading to 99% user satisfaction.
- **Collaborated with various teams (upper level)** to provide comprehensive support to users and facilitating effective issue resolution.

Production Engineer | Samsung SDI Energy Malaysia (Seremban)   Apr 2017 - Oct 2020

- Managed and optimized the **cylindrical Lithium-Ion cell production line,** ensuring adherence to safety, quality, and performance standards.
- Performed RCA and implemented CAPA to reduce defects and downtime.
- Standardized work instructions to improve operator efficiency and consistency.
- Led improvement projects on defects/rework reductions and machine stop loss

EDUCATIONS

- WEPS | **AWS re/Start Program (MYKUA19)**, Amazon Web Services | September 2024 - November 2024 | Graduated
- PEOPLElogy Scholarship | **Microsoft Cloud Solution Expert Program** | March 2024 – August 2024 | Graduated
- Inha University (South Korea) | Bachelor of Science in Mechanical Engineering | Graduated on 2017
- Dongyang Mirae University (South Korea) | Diploma in Mechanical Engineering (design) | Graduated on 2015
- SNU Korean Language Education Center (South Korea) | Korean Language Preparatory Program | Graduated on 2013

COURSES / CERTIFICATIONS

- Microsoft Certified: **Azure Administrator Associate (AZ-104)** | Credential ID: 10B1704B3D582EA0 | May 2024   **Credential Link**
- Microsoft Certified: **Azure Security Engineer Associate (AZ-500)** | Credential ID: ECAF0989FFA37C8E | July 2024   **Credential Link**
- Microsoft Certified: **Azure Solutions Architect Expert (AZ-305)** | Credential ID: 8F5D16003AA9B34E | Aug 2024   **Credential Link**
- AWS Certification: AWS Certified Cloud Practitioner | Feb 2025   **Credential Link**
- **Lean SixSigma (Yellow)** | Credential ID MBizM-2020-SAM-LSSYB-0085

SKILLS

- **Ticketing / interaction platform**: ServiceNow, Genesys Cloud, NICE CXone
- **IT Systems Administration:** Active Directory, Azure Portal, AWS
- **Security:** Identity & Access Management, Data Protection, Compliance
- **Networking:** VPNs, Subnets, Routing, DNS, Network Security
- **Operating System:** Windows, Linux
- **Scripting Language:** Bash Shell, PowerShell, Python
- **Spoken Language:** Malay Language (Native), English (Fluent), Korean Language (Conversational)

PROJECTS / ARCHIEVEMENTS

- Successfully demonstrated the ability to securely store business data by using Azure Blob Storage and Azure Files **(Azure services, storage, networking, and virtual machine concepts)**.   **Credential Link**
- Successfully demonstrated the ability to implement regulatory compliance controls as recommended by the Microsoft cloud security benchmark **(Azure infrastructure as a service (IaaS) and platform as a service (PaaS)).**   **Credential Link**
- Successfully demonstrated the ability to secure resources by using Azure virtual networking solutions **(basic networking, DNS, and Azure Firewall concepts).**   **Credential Link**
- Successfully demonstrated the ability to administer Active Directory Domain Services **(Windows Server, core networking technologies, PowerShell basics, and AD DS concept).**   **Credential Link**