



CONTACTS

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PERSONAL PARTICULARS

- **Age** : 31
- **Gender** : Male
- **Marital Status** : Married
- **IC No** : 821005-14-6155
- **Date of Birth** : 5th October 1982
- **Race** : Islam
- **Nationality** : Malaysian

LANGUAGES

- Spoken/Written

Bahasa Melayu (10/10)
English (10/10)

PERSONAL STRENGTH

- Approachable character, flexible, fast learner, -
handle pressure well, willing to travel, willing
to contribute and share knowledge and skills,
team player, able to work independently,
Matured, self-motivated, good
interpersonal and communication skills.

CAREER OBJECTIVE

To pursue a highly rewarding career, seeking for a job in a challenging and healthy environment and to utilize my skills and knowledge efficiently for organizational growth.

EDUCATION BACKGROUND

Institution : Multimedia University (Cyberjaya)
Level : BBA (Hons) Management with Multimedia

Institution : Multimedia University (Melaka)
Level : Foundation in Engineering

Institution : Sekolah Menengah Sains Muar (Muar, Johor)
Level : Sijil Pelajaran Malaysia (SPM) (1st Grade)

EXTRA CURRICULAR ACTIVITIES

-Exco Members, Outdoor and Recreational Club (OARS), MMU Cyberjaya

- Responsible in handling activities related to hiking and mountaineering for MMU community.

-Transtitiwangsa Expedition

- Leading, planning and setting up all the requirements involving logistics and financial.

-Mount Kinabalu Expedition

-Represented MMU in MMU Open Tennis Tournament

COURSES/CERTIFICATIONS ATTENDED

- Linux System Administration Training - LPIC
- Red Hat Linux System Administration Training - RH131
- NIOSH Oil and Gas Safety Passport
- ITIL V3 Foundation
- Sun Cluster 3.2 Training
- Fundamental of UNIX training
- Solaris Containers Training
- Avamar Backup Training
- Red Hat Forum
- Lean Six Sigma – Yellow Belt
- Huawei Certified Datacom Associate HCDA-HNTD
- Prince2 Foundation

EMPLOYMENT HISTORY

Tech Mahindra Limited - Senior Technical Associate (July 2013 – Current)

- Unix servers, focusing on Solaris, HP-UX, Red Hat Enterprise Linux
- Monitor systems availability, server performance and resource capacity
- Ensure compliance with IT security standards, policies and procedures
- Respond to daily service requests and issues
- Work closely with various IT Application teams and operations teams to support and troubleshoot problems and issues.
- Maintain and develop technical documentation and standard operational procedures
- Administration of BCV (Business Continuity Volume)
- Basic network management
- Server's hardware inventory management
- User administration in Unix/windows servers (user creation, deletion, modify access rights, profile assignment)
- Disk management which includes creating file system (LVM)
- Packages and patches management

Logicalis Asia Pacific MSC Sdn Bhd - System Administrator (May 2012 – June 2013)

- Troubleshoot and resolve issues related to Unix/Linux, Microsoft Windows Servers, Backup Jobs and Networking related issues.
- Provide first and second level support for computing related requests and issues. Ensure customer service level agreements are met and provide a single point of contact for ownership of escalated requests and issues.
- Provide troubleshooting and resolve issues by following documented processes or escalate tickets as needed.
- Review and updates Work Instructions/Documentations
- Remote diagnostic troubleshooting and checks for customer incidents.
- Network monitoring, through CA Spectrum and troubleshoot accordingly

Hewlett-Packard (M) Sdn Bhd - Technical Solutions Consultant (Aug 2011 – May 2012)

- Troubleshoot and resolve issues related to Unix/Linux, IBM Rational Clearcase and Citrix Clients.
- Provide troubleshooting and resolve issues by following documented processes or escalate tickets as needed.
- Account administration on UNIX / LINUX system.
- Unix/Linux administrative support to troubleshoot and update systems as needed.
- Perform Software installation, configuration and troubleshooting as needed on productivity applications and automation applications.

Diamond Key International (M) Sdn Bhd - System Support Analyst (Aug 2010 – Aug 2011)

- Involved in customer facing support function to effectively support all components of TAS. Server runs on Linux platform.
- Terminal Automation System for Petro-Chemical loading bays, gantries, metering and SCADA.
- Part of existing 24x7 support system providing mission critical operational, maintenance and technical support services for customers all over the world.
- Receive diagnose and troubleshoot customers' support requests via telephone, emails and remote connection within targeted SLA
- Performing remote monthly site check or ad hoc remote site check as requested.

E2Open Development Corporation – Assoc. Global Support Analyst (May 2010 – Aug 2010)

- Part of team to maintain a 24x7 Global Support Center.
- Provide second to third level support for E2open's mission-critical enterprise software systems - Research and Resolve questions.
- Work closely with both the Helpdesks and IT departments of our global customers, as well as with E2open's engineering teams based in the USA, Europe, and Kuala Lumpur.

Hewlett-Packard (M) Sdn Bhd - Unix Technical Consultant (Dec 2008 - May 2010)

- UNIX support, involved in incident management which include server troubleshooting via remote connection and handling service call from customer.
- Familiar with UNIX environment such as Sun Solaris, HP-UX, and Linux.
- Experienced in using work tools such as OVSC (Open View Service Centre), OVSD (Open View Service Desk) and Putty for remote management console.
- Attended ITIL Foundation training and other training specifically regarding customer account handling which cover processes, elevations and escalations.
- Attended UNIX overview training, which helps to familiarize with the UNIX Server environment.

IT PROFICIENCY LEVEL

- Able to use and operate Windows Operating System/Windows Servers
- Able to use and operate various of Linux/UNIX Operating System
- Able to use and operate Vintella Active Directory
- Have been exposed to HP Data Protector, Symantec NetBackup and EMC Avamar Backup
- Have been exposed to VMware Client Infrastructure
- Exposure to BMC ProactiveNet, CA Spectrum and OVO monitoring tools
- Microsoft Office Applications: Word, Excel, PowerPoint, Access
- Extensive knowledge of internet and multimedia usage
- Visual Basic, C, C++, Pspice, Adobe Photoshop
- Exposure to various ticketing tools, namely OVSD, OVSC, SM7, TeamTrack, HEAT, ServiceNow and BMC Remedy
- Able to troubleshoot and diagnosed issues on Cisco/Huawei Router and Switches
- Exposure to Virtualization Technology
- Working On-Site, hardware change

REFERENCES

David Chong
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