

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PERSONAL PARTICULAR** | | | | | |
| **NAME**  **NRIC / AGE**  **ADDRESS**  **EMAIL**  **PHONE NO.** | | **MOHD SUHAIMI BIN ZULKIFLI**  880424-07-5099/ 26 YEARS  No. 16, LORONG 2, JALAN 9/16, 81700, PASIR GUDANG, J. BAHRU.  [rozen\_kreuz88@yahoo.co](mailto:rozen_kreuz88@yahoo.co)m  07- 251 2155 (H) 019-2514962(M) | | | |
| **CAREER OBJECTIVE** | | | | | |
| * To obtain an entry level position in technical, IT and engineering field that will utilize my educational background and allow development of my abilities to the fullest potential and to be pioneer in technical, IT and engineering field. | | | | | |
| **SKILLS** | | | | | |
| **Communication**  **Skills** | | * Ability to communicate proficiently in Malay and moderately in English Language across a range of contexts and audiences | | | |
| **Technical skills** | | * Using Test Equipment (OTDR, Optical Spectrum   Analyzer, Optical Power Meter)   * Fusion Splice * Optical fiber installation and maintenance * Wireless Lan installation * Multiplexing, Demultiplexing * Microcontroller * MS Office * AutoCAD * MatLab * Oscilloscope, Signal generator, Power supply * C++, Assemble Language Programming * Multisim * Optical Fiber Test gear * FTTH Network Elements, design, planning, installation and testing * Knowledge about printed circuit board (PCB) | | | |
| **Soft Skill** | | * Project management * Micro-enterprise and small business development * Financial plan | | | |
| **STRENGTH** | | | | | |
| * Highly motivated * Independent | | | | * Punctual * Able to work with minimum supervision | |
| **EDUCATION** | | | | | |
| **Oct 2010** | | | * Iskandar Region Development Authority (IRDA)   **Certificate Of Fiber Optic Technician** | | |
| **2006 – 2009** | | | **Legenda Group of College**  HND in **Electrical And Electronic Engineering**  **Major in Microprocessor Systems, Electronics, Power, Operational Amplifier, Utilization of Electrical Energy, Telecommunication Principles**  **Final CGPA : 3.60**   * Dean’s List GPA 3.67 – Semester 1 (Session 2007/2008) * Dean’s List GPA 3.50 – Semester 2 (Session 2007/2008) * Dean’s List GPA 4.00 – Semester 2 (Session 2008/2009) * Dean’s List GPA 3.63 – Semester 3 (Session 2008/2009) | | |
| **2001 – 2005** | | | **Sekolah Menengah Kebangsaan Pasir Gudang 3, Johor Bahru**  Science Stream, SPM 2005 : PASS | | |
| **EXPERIENCES** | | | | | |
| **January 2012 – Present** | **Technical Support Engineer**  *YTLC Network Monitoring*   * Remote setup Zoom devices for all schools after installation by installer on-site * Preparing daily and overall reports on tasks’ progress * Manage and perform data entry on the MOE system * Perform data verification and integrity * Manage scheduling for Zoom installation within ZOC Team * Troubleshooting network problems and follow-up and any issues related within task responsibility * Attend customer complaint email by perfoming alarm corellation analysis and assigned ticket to L2 to fix the fault or perform speedtest. * Perform IP change request ( RAS/JUNI) * Attend call from Field Operation to check Network Element ( RAS, JUNI, Microwave) ( On Site Acceptance). * Monitoring 4G Services server alert from Zyrion, test relevant tools, issue ticket to respective team based on escalation matrix provided by IMCC. * Monitoring MOE, ERL, DHL & Wifi Core Server Alert from Nagios, escalate issue to relevent team based on escalation matrix provided by Nagios Admin. * Network Element Surveillance (RAS, JUNI, Microwave, DIA), corellation analysis, ticket issuance, web ticket tracker data entry and follow ups on tickets until closure. | | | | |
| **Nov 2011 – January 2012** | **Customer service representative Telekom Malaysia**  *Streamyx / Fixed line troubleshooting*   * Assist customer to solve problem regarding streamyx and fixed line * Configure modem / dialer and check IP, default gateway and subnet mask * Make report for each problem and call. | | | | |
| **Dec 2010 – May 2011** | **On Job Training ( Contractor Telekom Malaysia)**  *Cable Jointer and Site Supervisor training*   * Done some training for cable joint ( fiber and cooper cable) * Done some supervisor training about site work * Make deal with Telekom Malaysia for the project | | | | |
| **Dec 2009** | **Freelance (Personal)**  *Maintenance / Service Computer Software etc*   * Do advertise at www.mudah.my for basic repair or service or maintenance computer / laptop. * Download software as required by customer * Do installation for Printer, Faxes etc | | | | |
| **Nov 2009 – Dec 2009** | **Tesco Staff**  *Apparel/Soft line staff*   * Responsible to make pre count tag of an item * Update the SKU (stock-keeping unit) of an item * Doing housekeeping in the department * Check all item in all pallet at backroom during stock take | | | | |
| **REFERENCES** | | | | | |
| **Salleh Imran B. Ramli**  *Manager*  019 - 446 7800 (M) | | | | | **Mr. Veerayah**  *Final project lecturer.*  016 – 283 4019 (M) |