

Muhammad Saifuddin Bin Latiff,

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Personal Particulars & Preferences

Date of Birth	:	15 October 1988
Age / Gender	:	27-Year-old / Male
IC No	:	881015 – 56 - 5681
Nationality	:	Malaysian
Permanent Residence	:	No 3, Jalan 1, RRM PKNS Paya Jaras, 47000 Sungai Buloh, Selangor Darul Ehsan
Religion / Race	:	Islam / Malay
Working Experience	:	5 years, 6 months, 12 days.

Employment History

• Pegasus Computer Sales & Services(Base in GE POWER at NU Sentral)		
Position Title	:	Asset Specialist/Hardware Technician
Period	:	1 Feb 2015 – 15 Feb 2017(contract Ends)
Specialization	:	IT/Computer - System Development
Role	:	Storekeeper/IT Technican
Industry	:	Computer Information Technologies
Work Description	:	<ul style="list-style-type: none">• Provide Installation and troubleshooting for desktops/laptops/networks & printer devices for end users• Provide 1st level technical support & troubleshoot by Ticket Queue in ITSM And Service now• Manage IT Inventory, software assets and end of lease equipment.• Maintaining system and operational documentation• Instal, configure, upgrade and maintain existing/new Workstation, laptop, notebook and peripherals• Perform help desk support common/quick fix solution to end user over the phone/email/remote assistance or to escalate to Second level or third level depending on issues or problem by Service Desk System ITSM and Service Now•
Skills / Qualification	:	<ul style="list-style-type: none">• Inventory System management• Excel,

		<ul style="list-style-type: none"> • IT service management (ITSM 7) • Service Now or SNOW
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BUSINESS CAREER SDN BHD(Base in AEON Hypermarket)		
Position Title	:	Field IT Engineer(End Of Contract)
Period	:	Sep 2014 – Jan 2015
Specialization	:	IT/Computer -Hardware
Role	:	Resident IT Technican
Industry	:	Computer Information Technologies
Work Description	:	<ul style="list-style-type: none"> • Inventory System management • Provide 1st level technical support & troubleshoot PC hardware and software • Maintaining Asset and inventory Management of IT related hardware and Accessory purchased • Maintaining system and operational documentation • Perform help desk support common/quick fix solution to end user over the phone/email/remote assistance or to escalate to Second level or third level depending on issues or problem • Perform Troubleshoot for POST system/Cashier Register and upkeep • Provide monthly reports • Provide training to user for New System or Hardware
Skills / Qualification	:	-User Training -Create user Manual -Yearly Stock Check

ALL IT HYPERMARKET		
Position Title	:	Team Leader
Period	:	Mar 2013 – Aug 2014 (1 years,10 Month)
Specialization	:	IT/Computer - Sales
Role	:	Storekeeper/Sales Assistant
Industry	:	Computer Information Technologies/Retail
Work Description	:	<ul style="list-style-type: none"> • Inventory Management • Stock Ordering • Achieve Monthly Sales target • Delegate the work flow and management • Daily Sales Report • To achieve Customer Services Satisfaction

GCH RETAIL SDN BHD		
Position Title	:	PC Support (Contract End)
Period	:	Jan 2009-Jul 2010
Specialization	:	IT/Computer - System Development
Role	:	Storekeeper/IT Technican
Industry	:	Computer Information Technologies
Work Description	:	<ul style="list-style-type: none"> • Inventory System management • Provide 1st level technical support & troubleshoot PC hardware and software for internal staff • Maintaining Asset and inventory Management of IT related hardware and Accessory purchased • Maintaining system and operational documentation • Instal, configure, upgrade and maintain existing/new Workstation, laptop, notebook and peripherals • Perform help desk support common/quick fix solution to end user over the phone/email/remote assistance or to escalate to Second level or third level depending on issues or problem • Perform Troubleshoot for POST system/Cashier Register and upkeep • Provide monthly reports • Provide training to user for New System or Hardware

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<p style="text-align: center;">PAINTBALL PARK PREVET ZONE</p>		
Position Title	:	Field Manager/Sales (Business Close)
Period	:	Jan 2012 – Dec 2012
Specialization	:	IT/Computer - System Development
Role	:	Storekeeper/IT Technican
Industry	:	Computer Information Technologies
Work Description	:	<ul style="list-style-type: none"> • Inventory Management • Provide technical support for mechanical equipment • Maintaining Asset and inventory Management Accessory purchased • Maintaining operational documentation • Provide monthly reports • Provide training & safety instruction of Paintball Marker • Delegate the work flow and management • To achieve Customer Services Satisfaction
Skills / Qualification	:	

Educational Background

1. Computer System Technician SKM Level 3 (SIJIL KEMAHIRAN MALAYSIA)		
Graduation Date	:	• 2010
Major:	:	Computer System & Hardware
Institution/College:	:	Segi College Seri Kembangan, Selangor
Grade:	:	2 nd /Pass

Languages (Proficiency: Best=10 - Worst=1)

Language	Spoken	Written	Read
Bahasa Malaysia	10	10	10
English	7	7	10

References

Goh Chern Farn Supervisor/Senior Technician Pegasus Sales & Services 014-932 2811 Chern-farn.goh@alstom.com Oni Zaim Prevet Zone Owner & Founder 017-2095109	

Summary

Experienced as system analyst and Technical IT and as IT Inventory/Storekeeper with strengths in analytical skills, inventory management. troubleshooting and ability to adapt to environment.

Professionals, creative, flexible and team player.