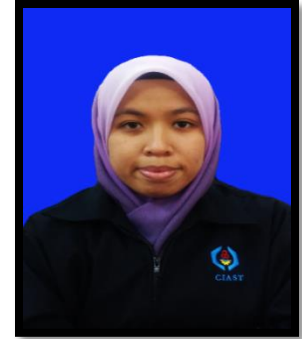**NORIHAN BINTI MOHAMAD SABDIN**

B-33, KAMPUNG SUNGAI SETOL,
09800 SERDANG, KEDAH DARUL AMAN.
Contact No : 017-4793337
E-mail : norihan1992@gmail.com

PERSONAL INFORMATION

Nric	: 921017-02-5340	**Age**	: 25 Year
Date Of Birth	: 17 October 1992	**Gender**	: Female
Race/State	: Malay/Kedah	**Marital Status**	: Single
Adress	: No B-33 Kampung Sungai Setol		
	09800 Serdang, Kedah Darul Aman.		

CAREER OBJECTIVES

1. To achieve high carrier growth through a continuous learning process and keep myself dynamic, visionary and competitive with the changing scenario of the world. Passionate in IT field as I am major in IT background.
2. To use my skills in the best possible way as my responsibility to the community.
3. To learn new skills and get the experience as I believe they will be very useful in the future.

EDUCATIONAL BACKGROUND

Year	May 2016 – February 2017
Qualification	Certificate Vocational Trainer Officer (VTO)
Field Of Study	I-031-3 Vocational Trainer Officer
Name Of Institution	Centre For Instructor And Advanced Skill Training (CIAST)

Year	September 2014 – April 2016
Qualification	1. Advanced Diploma in Computer Technology System 2. Malaysian Skill Advanced Diploma (DLKM) Level 5 in Information Technology & Communication
Field Of Study	IT-020-05:2013 Computer System Management
Name Of Institution	Centre For Instructor And Advanced Skill Training (CIAST)

Year	July 2012 – March 2014
Qualification	1. Diploma in Computer Technology (System) 2. Malaysian Skill Diploma (DKM) Level 4 in Information Technology an Communication (Computer System)
Field Of Study	IT-020-4 Computer System Administration
Name Of Institution	Advanced Technology Training Centre (ADTEC) Shah Alam

Year	July 2010 – March 2012
Qualification	1. Certificate in Information Technology 2. Malaysian Skill Certificate (SKM) Level 2 & 3
Field Of Study	IT-020-3 Computer System Technician IT-020-2 System Technician Assistant
Name Of Institution	Institut Kemahiran Tinggi Perda (PERDA-TECH)

Academic Qualification :

Year	Qualifications
2009	SPM
2007	PMR

PROFESSIONAL CERTIFICATE

Year	Field Of Study
Jul 2015	CCNA Discovery : Introducing Routing and Switching in the Enterprise
May 2015	IT Essentials
Apr 2015	CCNA Discovery : Working at a Small-to-Medium Business or ISP
Dec 2014	CCNA Discovery : Networking for Home and Small Businesses
Oct 2011	IT Essentials : PC Hardware and Software

EMPLOYEMENT HISTORY

1. **Company :** Leo Computer Technology
   Duration : January 2012 until March 2012 (end of industrial training)
   Position : IT Technician
   Department : Technician
   - Identify and provide solutions to problems / maintenance of hardware (PC, Laptop, Server, pheripheral), software and use the correct application.
   - Identify and provide solutions for Network Troubleshooting on the LAN, Internet and E-mail.
   - Perform installations, IT cabling infrastructure that will be used as needed
   - Monitor installation IT network (LAN, WAN, server, Internet connection, telecommunications, etc.).
   - Implement IT network usage rules based on procedures and policies are made.
   - Identify the needs of software (software) and hardware (hardware).
   - Carry out regular maintenance of hardware used by the employee (PC, scanner, printer, network equipment)
   - Monitor use and compile inventory reports (hardware).
   - Provide feedback related to the field of IT and propose alternative measures according to the power level
   - Conducting the process of implementation, trouble shooting implement and monitor use of the permit (license) software applications (software)
   - Monitoring and Troubleshooting reporting in daily activities.

2. **Company :** Pusat Komputer PMI
   Duration : March 2012 until July 2012 (end of continue study)
   Position : IT Officer
   Department : Information Technology & Communication (ICT)
   - Perform tasks to maintain software / hardware / computer in the company, make repairs if something is broken, make sure all the hardware and the computer was functioning optimally, evaluate and improve the performance of IT systems and others.

3. **Company :** IPeninsula Sdn Bhd
   Duration : October 2013 until March 2014 (end of industrial training)
   Position : IT Programmer & IT Technician
   Department : Information Technology & Communication (ICT)
   - Perform duties as an IT Programmer, which developing systems and websites using PHP, javascript and others.
   - Identify and provide solutions to problems / maintenance of hardware (PC, Laptop, Server, pheripheral), software and use the correct application.
   - Identify and provide solutions for Network Troubleshooting on the LAN, Internet and E-mail.
   - Monitor installation IT network (LAN, WAN, server, Internet connection, telecommunications, etc.).
   - Identify the needs of software (software) and hardware (hardware).

4. **Company :** Millenium Multicomp Centre Sdn Bhd
   Duration : April 2014 until September 2014 (end of continue study)
   Position : IT Support Technician
   Department : Information Technology & Communication (ICT)
   - Installed and maintained company's computer system and network.
   - Perform upgrade and installed updates.
   - Completed troubleshooting and repair when computers had problems.
   - Assisted office staff with computer aplication questions.
   - Conducted computer technology training with all new staff.
   - Recommended computer products and applications to improve productivity.

5. **Company :** Division Of Information Technology (BTM) SUK Selangor
   Duration : January 2016 until April 2016 (end of industrial training)
   Position : IT Support Technician
   Department : Information Technology & Communication (ICT)
   - Provided technical assistance to customer on inbound telephone tech support calls
   - Used remote access to perform troubleshooting when needed

- Walked customers through step-by-step process for troubleshooting hardware issues
- Assisted customers with anti-virus program installations and virus removals
- Use good problem-solving skill for troubleshooting problems
- Used great customer-service skills

6. **Company :** Intra International College
   Duration : August 2016 until February 2017 (end of internship)
   Position : IT Instructor
   Department : Information Technology & Communication (ICT)
   - Teaching, coaching and mentoring the candidate by using Competency-based Teaching (CBT) methodology
   - Devise procedures training and evaluation excercises with Pegawai Pengesahan Dalaman (PPD)
   - Explaining the candidate of the objectives, training needs and skills assessment based on the latest National Occupational Skills Standard (NOSS)
   - Implement training and evaluation process with effective, transparent and authentic
   - Guide the candidate in the preparation of the record evidence of skills.
   - Monitor performance and guide the development of pupils in each skills.
   - To implement the requirements of registration and certification through the system set.

PERSONALITY

Interest   : 1. Spent time on internet and learn a new knowledge

               2. Playing badminton and volleyball

               3. Reading (Reading is a key knowledge)

Strengths : 1. Committed to the employer and customer needs above all

               2. Get along very well with superiors/subordinates

               3. Work well on teams or alone

               4. Ethical in all matters dealing with fellow employees and customers

               5. Good problem solving/analytical skills

               6. Like to search and learning something new

               7. Good time management

               8. Can be teachers in the field of Computer System SKM level 3 & 4

LANGUAGES & SKILLS

Languages	Writing	Speaking
Malay	4	4
English	4	2

(Rank : 0 - Very Poor, 1 - Poor, 2 - Fair, 3 - Good, 4 - Excellent)

	Beginner	Intermediate	Advanced
Microsoft Word			✓
Microsoft Excel		✓	
Microsoft Power Point			✓
Microsoft Outlook		✓	
Others: i) Microsoft Project Ii) Microsoft Visio Iii) Microsoft Publisher		✓	✓ ✓

REFERENCES

Name	Position / Company	Contact No.	Years Known
Mrs. Suthasini A/P Inthirarasa	Manager Intra International College	03-32897554	2016
Mrs. Nurjihan Binti Zulkarnain	Assistant Secretary Division Of Information Technology Suk Selangor	03-55447000	2015