ABDUL WADUD ISMAIL

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OBJECTIVE

To find an environment that utilise the experience and skills gained
To expand career development and increase knowledge in related field
To learn different approach and medium from different platform
To exchange ideas and opinion in communicating with people

CAREER HISTORY

IT Engineer, Flex Penang   Sep 2013 - Present

- Provide technical support to end user on desktops and other peripherals
- Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.
- Provide laptop support such as image cloning, hardware replacement, warranty claim, laptop troubleshooting such as system software and applications software installation and repairing
- Provide printer and scanner support such as MFP, Dot Matrix, RF Scanner
- Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
- PABX support - Analog line patching, CISCO IP Phone setup
- Level 1 Security Operation Support – McAfee Endpoint Encryption
- Experience in MES applications,
  - Support Level 1 MES issue escalation from production or engineer,
  - Make adjustments and draw new routing as requested by Process Engineer,
  - Configure User ID for MES access.
  - Self-troubleshoot when lack of support during night shift etc.

Achievement

- 2014 – Windows XP to Windows 7 migration for overall Flextronics, Plant 5
- 2015 – Baan Migration
- 2016 – Raspberry Pi deployment for TML and Rubicon development
- 2016 – Windows 7 to Windows 10 migration for mobile user
- 2016 – PABX to Cisco VOIP migration

Network Engineer, Intel Penang   Mar 2013 - Jun 2013

- Coordinate with the global customers to complete the SharePoint migration from SharePoint 2007 to SharePoint 2010.
- Evaluate the migration request and communicate the right expectation to the customer.
- Work independently with minimal supervision and as a team member.
- Complete the migration and address any issue or concern in a tight timeline.

Research Assistant, School of Distance Education, USM Penang   Jan 2012 - Nov 2012

- Manage grant for the researchers
- Handling conference
- Perform knowledge sharing regarding best practices with my team members
- Create and maintain great working relationship with my team and cross functional teams e.g. Publications, Technical, Logistics, etc.
- Meet and exceed internal service level measurements

EDUCATION & TRAINING

Present (currently in final semester)

Universiti Sains Malaysia (USM)
Master of Instructional Multimedia | Malaysia

Major	Instructional Multimedia
CGPA	3.42 / 4.0 (latest result)

2012

Universiti Sains Malaysia (USM)
Bachelor's Degree in Computer Science/Information Technology | Malaysia

Major	Multimedia Computing
CGPA	2.75 / 4.0

2007

Kolej Poly-tech Mara Alor Star
Diploma in Computer Science/Information Technology | Malaysia

Major	Information Technology
CGPA	3.35 / 4.0

IT SKILLS & LANGUAGES

HARDWARE

Desktop, Laptop, Label Printer, RF Scanner, LCD TV configuration, Dot Matrix Printer, Office Printer, Multi-functional Printer, Single Line Phone, Speaker Phone, Cisco IP Softphone, Smartphone, Projector, Switch

SOFTWARE

- Office 365, Microsoft SharePoint, Windows 10, Windows 7, Windows XP, Windows Vista, Windows 98, Clonezilla, Hirenboot,G-parted, Android, iOS, Mobile Iron, Xen Mobile, Secure Hub by Citrix, McAfee EETech Tool Creation and Decryption
- In-house applications: Flex Flow, STARS, Baan, MES Packing System, ERS,
- Programming language: Beginner in Java, HTML, CSS, C++, SQL, Pascal
- Mother tongue in Bahasa Malaysia, Fluent in English writing and speaking.

AWARD

- Sijil Perkhidmatan Cemerlang (2010/2011) – Awarded by the Vice Chancellor of USM

CO-CURRICULAR ACTIVITIES
(While attending at Universiti Sains Malaysia)

1. Vice Chairperson 2 in Pesta Hoki USM-Penang International 2011
2. Secretary 2 in Pesta Hoki USM-Penang International 2010
3. Field Marshal in Pesta Hoki USM-Penang International 2009
4. Committee in 41st Convocation Exhibition (Convex), USM Penang 2011
5. Committee in 40th Convocation Exhibition (Convex), USM Penang 2010
6. Participant in Sukan Antara Desasiswa (SUKAD) 2010/2011 FASA 1, USM Penang
7. Participant in Temasya Olahraga Tahunan (TOT), USM Penang 2010
8. Volunteer in Sukan Staf IPTA Malaysia Ke-35 (SUKUM), USM Penang

PERSONAL QUALITIES

- Public relation, team-building, team-player, events co-ordinator
- Good management skills
- Pleasant personality and self-motivated
- Hardworking and serious in work
- Maintain focus in demanding work environment
- Dynamic team leader
- Excellent communication and interpersonal skills

REFERENCES

Name   : Wan Ismail
Telephone No. : 604-3847176
Email   : Wan.Ismail@flextronics.com
Position   : Director, Operations
Company   : Flextronics Technology (Penang) Sdn Bhd
Relationship   : Superior subordinate

Name   : Dr. Zulnaidi Yaacob
Telephone No. : 604-6532283
Email   : zulnaidiyaacob@yahoo.com
Position   : Programme Chairman – Management, Senior Lecturer
Company   : School of Distance Education, Universiti Sains Malaysia
Relationship   : Supervisor

Name   : Mrs. Maziani Sabudin
Telephone No. : 604-6534649
Email   : maziani@cs.usm.my
Position   : Programme Chairman - Computing Sciences, Lecturer
Company   : School of Computer Science, Universiti Sains Malaysia
Relationship   : Academic Advisor