

# 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
- Experience in MES applications,
  - Support 1st level 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.

- 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 (to be  
completed in 2017)

**Universiti Sains Malaysia (USM)**

Master of Instructional Multimedia | Malaysia

Major	Instructional Multimedia
CGPA	3.43 / 4.0 (current 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
- 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. Zulnadi Yaacob  
Telephone No. : 604-6532283  
Email : zulnadiyaacob@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