MOHAMMAD MUJAHID BIN MOHAMMAD ZAKI

IAM AND PAM SUPPORT ENGINEER
Diploma In Information and Digital Technology

Experienced IT Executive and diploma holder with over 3 years of hands-on experience in managing technology, involved project, and guiding teams. Currently specializing as an IAM and PAM Support Engineer with a focus on enhancing security and access management using advanced solutions like Falaina, I-Sprint, SailPoint, and RSA. Skilled in managing diverse teams and aligning technology with company goals. Strong communication skills and a dedication to staying updated with emerging technologies.

⊟ DETAILS

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📍 Shah Alam, Selangor

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🏃 SKILLS

❖ **Database Management**: Conducted thorough database checks using MySQL, MSSQL, PostgreSQL server, guaranteeing the accuracy and integrity of critical data.

❖ **IAM and PAM Solutions:** Administered and supported IAM and PAM products including Imprivata, Falaina, I-Sprint, SailPoint, and RSA, ensuring secure and efficient access management.

❖ **Hardware Maintenance :** Handled the installation and maintenance of hardware components such as CCTV systems, DVRs, PC assembly, RAM and SSD upgrades, POS terminals, printers, and related equipment.

❖ **Website Development :** Developed, managed, and maintained the company website using WordPress to ensure the website remained current, error-free, and user-friendly.

❖ **API Usage and Testing :** Extensive experience in utilizing Postman for sending, receiving, and testing API requests**.**

❖ **Warehouse Management Systems (WMS)** : Effectively managed and optimized warehouse operations using advanced WMS.

❖ **Training and Development :** Conducted comprehensive training sessions for warehouse staff, resulting in a 30% increase in software proficiency.

AVAILABILITY	LANGUAGES
December 2024	❖ English : Intermediate ❖ Malay : Advanced

EDUCATION BACKGROUND	
Ungku Umar Polytechnic (2018 - 2021)	Diploma In Information and Digital Technology CGPA : 3.67
Sekolah Menengah Kebangsaan Kota Kemuning (2013 – 2017)	Sijil Pelajaran Malaysia Obtained : 7A, 1C and 1 D

PROFESSIONAL CERTIFICATION	
RSA	RSA ID Plus Certified Administrator - https://www.credly.com/badges/1f2375e2-af7d-471b-9211-b18e0d58fc71/linked_in_profile
RSA	RSA Governance & Lifecycle Certified Associate - https://www.credly.com/badges/29a6a80c-eba5-41f8-93c4-7b882539fe98/linked_in_profile

PROFESSIONAL EXPERIECE	

CYDENTIQ SDN BHD (JAN 2024 – CURRENT) CYDENTIQ https://www.cydentiq.com/	**IAM AND PAM SUPPORT ENGINEER** Experienced in managing and supporting Identity and Access Management (IAM) and Privileged Access Management (PAM) systems. Proficient in ensuring secure access to critical systems and managing user permissions using various IAM/PAM products such as Imprivata, Falaina, I-Sprint, SailPoint, and RSA. **Accomplishments:** ✓ Managed and configured IAM/PAM systems to ensure secure and efficient access management. ✓ Implemented multi-factor authentication (MFA) and single sign-on (SSO) solutions to enhance security and user experience. ✓ Provide technical support and troubleshooting for IAM/PAM-related issues, ensuring minimal downtime and quick resolution. ✓ Developed and maintained comprehensive documentation for IAM/PAM processes, configurations, and procedures, facilitating better understanding and management of the systems. ✓ Conducted training sessions for staff on IAM/PAM best practices and usage, increasing overall awareness and competence in access management. ✓ Developed custom scripts and solutions to automate routine IAM/PAM tasks, increasing efficiency and reducing manual workload. ✓ Developed and implemented a robust IT security policy, fortifying data protection measures against unauthorized access. ✓ Managed relationships with IAM/PAM product vendors, ensuring optimal system performance.
MAHNAZ FOOD SDN BHD (SEPT 2021 – DEC 2023) MAHNAZ FOOD https://www.mahnazfood.com/	**IT EXECUTIVE** Managed complex software systems to enhance the company's operations and boost productivity. My proficiency in administering the HQRM system, managing daily issues within the POS system, and enforcing standard operating procedures (SOP) enabled me to ensure the accuracy of data, improve customer experience, and boost sales. My excellent communication and interpersonal skills allowed me to provide effective support to internal staff, ensuring seamless system usage and minimal downtime. **Accomplishments:** ✓ Spearheaded the management of the IT department for a 44-outlet retail chain, overseeing all facets of IT

infrastructure, including POS systems, networks, servers, and software.

- ✓ Proficiently scripted MySQL databases to perform essential operations, including insertion, updating, and modification of data, ensuring seamless database management.
- ✓ Installed and configured a variety of software applications including Windows, Microsoft Office, POS systems, SQL accounting, and other relevant software to optimize operational efficiency.
- ✓ Successfully liaised with 3rd-party software vendors to implement new systems, ensuring seamless integration and alignment with organizational objectives.
- ✓ Negotiated and managed relationships with third-party vendors, ensuring service level agreements were met.
- ✓ Handled the installation and maintenance of hardware components such as CCTV systems, DVRs, PC assembly, RAM and SSD upgrades, POS terminals, printers, and related equipment.
- ✓ Demonstrated proficiency in user management and domain server registration, ensuring seamless integration of all PCs within the network.
- ✓ Established and managed shared folders, facilitating collaborative work environments and efficient data access and retrieval. Acted as a liaison with suppliers to resolve any issues related to IT assets, ensuring minimal downtime and uninterrupted operations.
- ✓ Managed and maintained the company website, ensuring it remained current, error-free, and user friendly.
- ✓ Generated insightful reports and sales analyses in response to manager and account requests, utilizing MySQL queries to extract and analyse pertinent information.

WMS ADMINISTRATORS CUM IT SUPPORT

Dedicated Warehouse Administrators with a proven track record of effectively managing and optimizing warehouse operations using advanced Warehouse Management Systems (WMS). Contributing to the smooth and efficient functioning of warehouse operations.

Accomplishments:
- ✓ Successfully led end-to-end implementation of a Warehouse Management System (WMS), collaborating with stakeholders and vendors.
- ✓ Conducted comprehensive testing, ensuring WMS functionality aligned with operational needs and overseeing user acceptance testing (UAT).

	- Developed and delivered training programs for warehouse staff, facilitating change management and ensuring smooth system adoption. - Oversaw data migration, implemented validation measures, and maintained data integrity during the transition to the new WMS. - Collaborated with WMS vendors, managed relationships, and ensured seamless software updates and ongoing support. - Optimized warehouse operations through customized WMS features, eliminating issues and ensuring real-time visibility into stock levels.
P2 DIGITAL SDN BHD **(MARCH 2021 – JULY 2021)** **https://p2digital.com/2021)**	**SYSTEM SUPPORT** Experienced IT Professional with a focus on system monitoring, enhancement, and technical support. Proficient in overseeing and maintaining the Gojupiter System, a Time-keeper System, to ensure optimal functionality. Skilled in identifying and addressing system bugs, collaborating with development teams for improvements, and performing thorough User Acceptance Testing (UAT) on new releases **Accomplishments:** - System Monitoring and Maintenance : Successfully managed the Gojupiter System, vigilantly ensuring its smooth operation and reliability as a Time-keeper System. - Bug Identification and Reporting : Proficiently identified, reported, and collaborated with development teams to rectify bugs, errors, and glitches in the Go-Jupiter system. - Collaborative Enhancement : Worked closely with internal and development teams to collaboratively enhance the Gojupiter System, optimizing its performance for users. - User Acceptance Testing (UAT) : Methodically conducted UAT tests on new features and versions, validating system functionality within project timelines. - Documentation Proficiency: Created comprehensive logs to document testing phases and defects, facilitating clear communication and informed decision-making. - Technical Support Expertise : Provided efficient technical support and troubleshooting for network, hardware, and software issues, resolving challenges promptly.

REFERENCE

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