MOHAMMAD MUJAHID
IT Executive

✉ mujahidzaki2618@gmail.com 📞 60178708236 🌐 *www.linkedin.com/in/mohammad-mujahid-264658224*

PROFESIONAL SUMMARY

Experienced IT Executive and diploma holder with 2 years of hands-on experience in managing technology, leading projects, and guiding teams. Proven record of improving efficiency and business performance through innovative IT solutions. Skilled in managing diverse teams, promoting collaboration, and aligning technology with company goals. Strong communication skills and a dedication to staying updated with emerging technologies.

KEY COMPETENCIES

Technology expertise	Technical Proficiency	Team leadership
Strategic planning	Troubleshooting skills	Communication
Client relationships	Server and network management	Operations management

EDUCATION SUMMARY

Diploma in Information Technology   2018 - 2021

- Graduated with a CGPA of 3.67
- Relevant coursework in C++ Programming, database design, object oriented programming (OOP), network fundamental and ethical hacking.

KEY ACHIEVEMENTS

- Demonstrated consistent academic excellence, maintaining a high CGPA throughout the program.
- Engaged in C++ events to enhance programming proficiency and stay updated with industry trends.
- Completed the development of an advanced RFID-based vehicle entry system as the focus of my final year project.

LANGUAGE

- English : Native
- Malay   : Native

PROFESSIONAL EXPERIENCE

Mujur minat Sdn Bhd   **Januay 2018 - June 2018**
Data Entry Clerk (Full-Time)
Experienced Data Entry Clerk with a proven track record of accuracy and efficiency in entering, managing, and maintaining data. Proficient in utilizing various data entry software and tools to ensure precise and timely input of information. Adept at verifying data integrity, identifying discrepancies, and collaborating with team members to resolve any discrepancies.

Accomplishments:
- Proficient in high-speed data entry, consistently meeting or exceeding productivity targets.
- Demonstrated exceptional organizational skills, maintaining an efficient and well-structured data filing system.
- Prioritized data integrity and security, following best practices to protect sensitive information.

Cempaka Gading Engineering Sdn Bhd   **Nov 2020 - January 2021**
Electrical Technician (Part Time)
Experienced Electrical Technician with a demonstrated history of contributing to the successful installation, maintenance, and troubleshooting of diverse electrical systems.

Accomplishments:
- Proficiently installed and maintained wiring, control systems, and air conditioning systems to ensure operational efficiency and safety compliance.
- Collaborated with cross-functional teams to efficiently diagnose and resolve complex electrical issues.

P2 Digital Sdn Bhd   **March 2021- July 2021**
System Support and Software Tester (Intern)
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.
- Raspberry Pi Utilization : Leveraged Raspberry Pi technology to develop and set up an Open VPN server, showcasing adaptability and innovation in technology solutions.

Mahnaz Food And Beverages Sdn Bhd   **September 2021 - Current**
Warehouse Administrators Cum IT Support (Full-time)

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. Oversaw the maintenance, configuration, and optimization of the WMS, ensuring accurate tracking of inventory, streamlined order fulfillment, and adherence to operational protocols. Effectively collaborated with cross-functional teams to address system issues, implement upgrades, and enhance overall system performance.

Accomplishments:

- Streamlined warehouse operations, resulting in a 20% reduction in order processing time and a 15% improvement in overall efficiency.
- Successfully collaborated with cross-functional teams, leading to a 98% accuracy rate in order fulfillment and a 25% decrease in shipping errors.
- Manage IT inventory, perform routine maintenance, and coordinate with vendors for repairs and upgrades.
- Conducted comprehensive training sessions for warehouse staff, resulting in a 30% increase in software proficiency and a 25% reduction in errors related to warehouse management software.

IT Executive (Full Time)

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:

- Installed and configured a variety of software applications including Windows, Microsoft Office, POS systems, SQL accounting, and other relevant software to optimize operational efficiency.
- 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.
- 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.
- Developed and implemented a robust IT security policy, fortifying data protection measures against unauthorized access, thus safeguarding critical company information.
- Provided hands-on technical support to end users, swiftly resolving IT concerns to maintain uninterrupted workflow.
- Managed and maintained the company website, ensuring it remained current, error-free, and user-friendly.
- Conducted thorough database checks using MySQL server, guaranteeing the accuracy and integrity of critical data.
- Generated insightful reports and sales analyses in response to manager and account requests, utilizing MySQL queries to extract and analyze pertinent information.

REFERENCE

Mr Mamdooh
IT Manager
Mahnaz Food Sdn Bhd
Lot 66, Jalan hulu Tinggi 26/6, Taman
Perindustrian Hicom,
40000 Shah Alam, Selangor
Phone Number : 017-2400038

Mr Azfar
Senior Programmer
P2 Digital Sdn Bhd
Lot 66, Jalan hulu Tinggi 26/6, Taman
Perindustrian Hicom,
40000 Shah Alam, Selangor
Phone Number : 014-5372740