



IT SUPPORT ENGINEER

# MUHAMMAD SHAFIE BIN MOHD RAMLI

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## CAREER OBJECTIVE

Seeking a position in a new journey as a Front-End Developer or Software Developer with a company that allows me to expand my knowledge in development area which have various programming languages. Proficiency in installing Windows OS, configuring applications on Windows operating systems, and providing comprehensive IT technical support to end-users. I am also extremely eager to be exposed to new technologies, programming languages, and computer network skills.

## SKILLS & KNOWLEDGE

- Active Directory
- C Programming
- C++ Programming
- Computer Hardware
- Computer Troubleshooting
- Help Desk Ticketing System
- G Suite Mobile Device Management
- HTML & CSS
- Javascript
- Microsoft Office
- Networking
- Node-RED
- Remote Desktop
- Windows Operating Systems

## WORKING EXPERIENCE

### IT SUPPORT ENGINEER - PART-TIME

Jade E-Services Malaysia SDN BHD (ZALORA) | February 2020 to September 2021

- Troubleshoot faulty laptops and computers and provide IT Technical Support in troubleshooting workstation issues.
- Set up android mobile phones by using G Suite Mobile Device Management (MDM) to secure company assets and monitor end-user of company mobile devices.
- Involve in configuring Bartender software on the workstation for barcode UID printing generated by Order Management System to assign the item location within the warehouse.

### JUNIOR ASSISTANT WEB DEVELOPER

MY INNOVATIVE WELLNESS SDN BHD | April 2021 to June 2021

- Assists in increasing Company Revenue by improving Search Engine Optimization (SEO) rating for the Company Sales Page.
- Assigned to improving website content to boost up customer interest about company product.
- Learn and discover the best front-end system for the Admin Warehouse system (Future Project).

### IT SUPPORT ENGINEER

Jade E-Services Malaysia SDN BHD (ZALORA) | July 2018 to January 2019

- Install, configure and maintain hardware and software including troubleshooting laptop/desktop issues raised by staff through Zendesk Help Desk Ticketing System.
- Assigned to one of IT Dept Projects to reduce electricity costs. For example, create a task scheduler for all workstations in the warehouse to auto-shutdown at a certain time.
- Assigned to identify faulty CCTV cameras in the warehouse via IP address stated in Camera Decoder(DVR) and identifying faulty Hard Drives for 5 Camera Decoders before providing the replacement unit.

## INTERNSHIP

### INTERN (ENGINEERING-TECHNOLOGY OPERATIONS)

Jade E-Services Malaysia SDN BHD (ZALORA) | October 2021 – March 2022

- Provide IT Technical Support towards IT issues raised by the staff through Freshservice Help Desk Ticketing System. For example, troubleshoot workstation issues or configure Microsoft Office software for administrative staff to monitor Productivity Refresh Tools (KPI).
- Set up new workstations by installing windows 10, company software including printer installation.
- Assigned to perform the weekly checklist to ensure all stations are fully equipped to run the operation smoothly.
- Liaise with the vendor for the computer replacement part.

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## PERSONAL SKILLS



- Fast Learner
- Adaptability in New Technology
- Hardworking
- Organized in Completing Task
- Ability to Multitask
- Ability to Work Under Pressure
- Ability to Work in a Team

## LANGUAGE

Bahasa Malaysia

- Spoken 
- Written 

English

- Spoken 
- Written 

## FINAL YEAR PROJECT

Diploma

- Automatic Clothesline Retriever System

Bachelor

- Electricity Energy Monitoring System for Home Appliances using Raspberry Pi and Node-RED

## REFERENCES

Ng Jun Cheng  
Associate Manager IT Department  
Jade E-Services Malaysia SDN  
BHD (ZALORA)  
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Nur Shazwany Binti Zamani  
Lecturer of Faculty Information  
Science & Engineering  
Management & Science University  
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## EDUCATION BACKGROUND

### BACHELOR IN COMPUTER ENGINEERING

Management And Science University (MSU), 2019 – 2023  
CGPA: 3.80

### DIPLOMA IN COMPUTER ENGINEERING

Management And Science University (MSU), 2016 – 2018  
CGPA: 3.77

## ACHIEVEMENTS

- Bronze Award Recipient For Idea Regeneration Expo 2021 11th Edition during Bachelor level
- Academic Award Recipient For Diploma in Computer Engineering during 24th MSU Convocation
- President's List Award Recipient during Bachelor and Diploma level
- Dean's List Award Recipient for Each Semester during Bachelor and Diploma level

## VOLUNTEER EXPERIENCE OR LEADERSHIP

Leadership

- Management and Science University Young Engineering Club in 2019 to 2020 – Exco in Industrial Linkages
- Management and Science University PARA Counseling Club in 2017 to 2018 – High Committee
- National Aspiration and Leadership Symposium 2017 – MSU Representative

Community Service

- "Share the Bless" at Rumah Amal Kasih, Kg. Melayu Subang, Shah Alam, Selangor – Logistic Team
- Explore the Culture Community Project : Community Service With Perkampungan Orang Asli Air Kuning Seksyen 8, Shah Alam – Logistic Team
- ENT Community Service (Environment): Beach Cleaning @ Pulau Pangkor, Pulau Pangkor, Perak – Participant

Industrial Visit/Talk

- ADADA – Workshop by CUMULUS and IXDA at MSU – Logistic Team
- MSU Industry visit ROBOfest Asean 2019 at Dewan MBSA Section 4, Shah Alam – Logistic Team

Volunteering

- Tadoom Base or Mad Warrior Event at Banting in 2016 – Volunteer Crew