

# Saiful Basri Abu Seman

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## WORK EXPERIENCE

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### INCIDENT COORDINATOR

Sep 2022 - Present

Atos Origin Services (M) Sdn Bhd | Selangor, Malaysia

- Oversee end to end for aged ticket and make sure the ticket owner are handling the ticket properly and provide advice to fasten the ticket closure
- Doing a weekly basis analysis on Top 10 categories that contribute to the aging ticket
- Develop and execute the action plan to reduce Aging ticket
- Act as a ticket gatekeeper to the service desk before the ticket is escalated to 2nd level or 3rd party support group.
- Supporting Global SIEMENS account (NAM/LATAM, EMEA/GER, AAE)

### SERVICE DESK ANALYST Level 2 Support

Oct 2021 - Sep 2022

Atos Origin Services (M) Sdn Bhd | Selangor, Malaysia

- Handling 2nd level IT support for SIEMENS EMEA region account
- Doing an advanced troubleshooting session with user via remote session (Quick Assist)
- Guide and assisting L1 agent on the first level troubleshooting before taking over the session on the second level.
- Supporting EMEA region (UK)

### SERVICE DESK ANALYST Level 1 Support

Oct 2016 - Oct 2021

Atos Origin Services (M) Sdn Bhd | Selangor, Malaysia

- Handling 1 level IT support and partially second level support role
- Taking out of office call for siemens account
- Supporting EMEA region (UK, DE, Austria, Ireland)
- Responsible to manage portal ticket
- Responsible for providing end to end management of all incidents especially major incidents (P1/P2/Critical/High).
- Performing remote desktop troubleshooting (O365, Win7&Win10, Network, Printer and etc)
- Managing schedule for the OOH team
- Supporting live chat services

### SERVICE DESK ANALYST Level 1 Support

Aug 2013 - Oct 2021

Basis Bay (M) Sdn Bhd | Kuala Lumpur, Malaysia.

- Handling 1 level IT support for client (Takaful Malaysia)
- Troubleshooting hardware and software problems (remote or via phone)

- Handling Team mailbox by creating ticket to the relevant team or to call the user for troubleshooting
- Handling P1/P2 ticket and escalate it accordingly and send notification email to all user
- Making daily Help Desk SLA,s report

### **SERVICE DESK ANALYST Level 1 Support**

Jan 2011 – Aug 2013

IBM Malaysia Sdn Bhd| Selangor, Malaysia

- Handling 1 level IT support for client (Maxis)
- Troubleshooting hardware and software problems (remote or via phone)
- Handling Team mailbox by creating ticket to the relevant team or to call the user for troubleshooting
- Assisting Incident manager to handle P1/P2 ticket and work closely with vendor and resolver group
- Making daily Help Desk SLA, s report
- Work mostly on out of office hour with minimum supervision

### **CUSTOMER CARE CONSULTANT**

May 2010 – Jan 2011

Maxis communications Bhd| Selangor, Malaysia

- Handling Customer inquire and complaint on Maxis services and products
- Provide billing support and basic Telco troubleshooting

## **PROJECTS**

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### **Home lab Domain controller /AD**

Developed a Domain controller SAIFULLAB.NET

[View in GitHub](#)

- Installing VirtualBox.
- Installing windows server 2022 in VirtualBox
- Configuring Active directory with DHCP and DNS enable
- Create User ID in AD
- Installing windows 10 in Virtualbox
- Setup static IP for the DC
- Join the Win10 VC to the Domain
- Configuring Group policy

### **EMC Networker**

[View in GitHub](#)

Selected by the company to join a step up program in backup support

- Attended a EMC Networker workshop conducted by the backup support team
- Submitted the EMC Networker QA report

## CERTIFICATIONS

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ITIL v3

[View credentials](#)

## EDUCATION

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**(HONS), Degree in Art and Design: Fine Metal Design**  
Universiti Teknologi Mara (UiTM) (Malaysia)

June 2007 - May 2009

**Diploma in Art and Design: Fine Metal Design**  
Universiti Teknologi Mara (UiTM) (Malaysia)

May 2004 - May 2007

## SKILLS

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0365 | AD | Win10 | Linux | VirtualBox | Hyper V | ServiceNOW | Cloud | Monitoring | SCCM  
| Communication | Time Management | Adaptability | Problem Solving | Teamwork | Creativity