SHAFIQ SAAIDIN
IT ASISTANT

CONTACT

- 013-7663521
- mushagh@gmail.com
- shafiqsaaidin.github.io
- Bloc C Pintu C,
  Kuaters Polis Marin,
  Jalan Penarak,
  07000 Langkawi

LANGUAGES

Malay ●●●●●
English ●●●●○

SKILLS

Computer System Support

Routing & Switching

Network Security

Server Administration

Troubleshooting & Repair

System & Software Installation

Customer Service Skills

Web Development

E-Commerce

WORK EXPERIENCES

Online Seller
2018 - Now | Shopee
- Managed and selling of goods online via Shopee.
- Answered customer inquiries about product.
- Developed positive customer relationship.
- Prepared outgoing shipments.

Freelance Web Developer
2017 - 2018 | Self Employed
- Designed, built and deployed web application.
- Worked closely with clients on a contract basis.
- Maintained schedules and assured finish on-time.
- Provide remote support to customer.

Computer Technician
2015 - 2016 | SNS Network
- Troubleshoot software and hardware issues.
- Providing technical support for end user.
- Troubleshoot network related issues.
- Configure network services (DNS, DHCP, etc)

Retail Assistant
2013 - 2014 | Tesco Penang
- Ensuring the store is ready for new promotions.
- Providing customers with advice on related product.
- Assisting with in store merchandising.
- Taking in deliveries and filling out of stock products.

EDUCATION

DIPLOMA
2014 - 2017
Information Technology (Networking)
Politeknik Ungku Omar

SIJIL PELAJARAN MALAYSIA (SPM)
2009 - 2013
SMK Pokok Sena

ACHIEVEMENTS

Politeknik Best Project Award
World Skill Malaysia Belia (WSMB)
CISCO Netrider Competition 2016

TECHNICAL SKILLS

Routing and Switching
Cisco devices
NAT, RIP, EIGRP, OSPF
WAN, LAN, VLAN, ACL

Server Knowledge
LAMP, LEMP Stack
Dns, Vpn, Proxy, Dhcp
VMware, Virtualbox

Operating System
Ubuntu Server 18.04
Windows Server 2012

Programming
PHP, Python, Javascript