



WAN MOHD FIRDAUS

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📍 Kedah, Malaysia

👤 [Wan Firdaus Fauzi](#)



WORK EXPERIENCE

Service Desk Engineer — Infosys (Malaysia) Sdn. Bhd.

Jan 2023 – Jan 2024

- Managed and resolved technical issues reported by end-users through various communication channels, including calls, emails and ticketing systems.
- Cross trained in 2 different projects : Software as a Service(SAAS), Corporate Service Desk
- Working across using multiples systems (SMOD, ICON, ECOM & other related software)
- Provided L1 and & L1.5 support for SAAS with technical troubleshooting and set up for customers using applications like Office 365 and Google Workspace
- Managed Domain Name & Hosting, website DNS and email DNS records.
- Handled initial prioritization of incidents as in tracking the progress of resolution and provide regular updates for follow-up actions and incident status.

UI/UX Designer — Thifal Niaga Sdn. Bhd.

August 2022 – December 2022

- Developed high-fidelity wireframe & prototype for social entrepreneurship company Santai Artisan and Thifal Niaga
- Designed user interface, digital materials for websites, posters, banners & etc.
- Created and translated business requirements into sitemaps, user journeys, wireframes and navigation flows that leads towards intuitive user experiences

Intern — ACTS Smart Solution Sdn. Bhd.

March 2021 – July 2021

- Worked on the systematic review of Safety Assist & Motorcyclist Safety technologies for ASEAN market.
- Performed data collection & analysis of questionnaires and interviews ASEAN NCAP stakeholders. .



EDUCATION

Bachelor of Engineering (Aerospace Engineering) (Honours)

International Islamic University Malaysia (Feb 2017 – Aug 2021)

Foundation in Engineering and Computer Science

International Islamic University Malaysia (Sep 2015 – Dec 2016)



CERTIFICATION

User Experience Design Bootcamp

General Assembly Malaysia (2022)

Javascript Algorithms and Data Structures

FreeCodeCamp (2022)

Responsive Web Design

FreeCodeCamp (2022)

SKILLS

Customer Service

User Research

Wireframing & Prototyping

Responsive Web Design

Frontend : HTML, CSS,
Javascript, React

Backend : Node.js, Express.js,
PostgreSQL, RESTful APIs

TOOLS

Google Workspace

Office 365

Figma

Visual Studio Code

Wordpress

LANGUAGE

Malay

English

REFERENCE

Norhidayu Rahim

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