YAP WEI XING

Cyber Security Student with passion and experience in optimizing system performance, IT support, server management, and troubleshooting. Seeking a challenging role to apply technical skills and drive innovation in a dynamic organization.

Contact

- Taman Anggun 3 48000 Rawang Selangor
- +6016-2231692
- ywx2004@gmail.com
- www.linkedin.com/in/yapweixing

Work Experience

Technical Assistant - Software Functional Unit,
Asia Pacific University of Technology & Innovation (APU)
Nov 2024 - Feb 2025

- Managed software resolutions by diagnosing root causes of uncommon issues and implementing solutions, achieving an 85% resolution rate.
- Plan and made crucial decisions on lab-related issues, implementing solutions to improve the overall quality and usability of all 34 labs at APU.
- Facilitated software licenses, hardware specifications, and inventory for over 700 lab workstations, ensuring accurate tracking and compliance.

Challenges:

- Challenging to understand and figure out the underlying caused of the issue from a system
- Integrating research and development that adheres to the standards provided by APU proved to be challenging.

Technical Assistant,
Asia Pacific University of Technology & Innovation (APU)
Nov 2023 - Feb 2025

- Improved support response time by 20% by streamlining software, classroom, and lab issue maintenance processes.
- Diagnosed recurring software issues, developed comprehensive troubleshooting guides, and trained Technical Assistants, reducing recurrent problems by 30%.
- Experimented with various software tools used in APU's environment to enhance understanding and provide better support, resulting in a 15% increase in user satisfaction.

Challenges:

- Interacting with diverse individuals from various backgrounds
- Ensuring effective communication for clear and understood messages

System Engineer Intern, Elyss Horizon Sdn Bhd
2021 - 2022

- Assisted in resolving server issues found in third-party enterprise server systems, ensuring minimal disruption and maintaining system stability, resulting in a 15% improvement in server uptime.
- Collaborated in the design and implementation of enterprise-grade software solutions, customizing features to meet specific client requirements and scaling capabilities by 20%.

Volunteering Experiences

Red Hat Linux Lab Technician

- Volunteered as a lab technician with a lecturer in the SNA lab, assisting students in troubleshooting and resolving issues encountered with Rocky Linux servers.

Discreet Math Peer Leader

- Assisted peers in understanding and solving discrete math problems
- Provided clear and simple explanations to enhance comprehension
- Focused on improving students chances of passing the module

Educational Background

Bachelor of Science in Computer Science Specialize in Cyber Security (APU)
2026 - Current CGPA not available

Diploma in Information & Communication Technology Specialize in Software Engineering (APU)
2024 - CGPA 3.2

Skills

Certification/Short Courses

- Certified APU Cloud Solution Architect
- CCNA: Introduction to Networking

Technical Skills

- Computer Troubleshooting (Advanced)
- Server Management (Basic)
- System Administration (Basic)
- Networking (Basic to Intermediate, with CCNA Intro-level knowledge)
- IT Support & Lab Maintenance
- Software License & Hardware Inventory Management

Tools/Software

- Cisco Packet Tracer
- Oracle VM VirtualBox
- Faronics Deep Freeze
- Visual Studio Code
- Microsoft SharePoint

Languages

- English (Fluent)
- Malay (Intermediate)
- Mandarin (Intermediate)

Additional Experiences

Home Lab Maintenance

- Created and maintain home labs to gain hands-on experience, experiment with new technologies, and enhance technical skills in a practical environment.

References

Henry
Elyss Horizon Sdn. Bhd. Manager

- +6016-3327373
- henry@elysshorizon.com