Ahmad Zaid

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Summary

With over **six years** of experience in the information technology industry, I have worked across both software and hardware domains. During my career, I have been involved with well-known organizations such as **Microsoft** and **Petronas**, gaining exposure to various industries, including **banking**, **finance**, **logistics**, and **healthcare**. This experience has provided me with valuable insights into the unique challenges and needs of these sectors.

Certificate

1. CCNA & CCNP (In progress)
2. Certified Kubernetes Administrator (2024)
3. CompTIA Linux+ CE (2024)
4. CCSD - CERTIFIED DEVOPS PRACTITIONER (2024)(0a13fa5)
5. Network Technician (Cisco)(2024)
6. Microsoft Azure Fundamental 900 (2023)
7. Microsoft Azure Administrator 104 (2023)
8. CyberSecurity (2022)
9. JavaScript (2019)

Employment History

CTC Global Corporation | Petaling Jaya
Technical Engineer | 01/2024 - Present
Managed Services Oversight: Supervise the delivery of managed services for healthcare, logistics, and finance sectors, ensuring consistent service levels. Proactively monitor systems, address potential issues, and optimize service continuity to align with client requirements.

Incident Reporting and Client Presentation: Generate comprehensive monthly reports detailing all incidents and tickets, highlighting trends, resolutions, and areas for improvement. Present these reports to clients, ensuring clear communication of key insights and recommendations for optimizing performance.

Comprehensive Technical Documentation: Develop and maintain detailed technical documentation, including system configurations, standard operating procedures (SOPs), troubleshooting guides, and administrative operations manuals (AOM). Create project-specific guides and reports to standardize operations and support incident management and knowledge sharing.

Data Center Support and Appliance Management: Serve as the primary responder for data center issues, including physical and network troubleshooting. Perform on-site visits to resolve critical incidents, manage appliance maintenance, and ensure infrastructure stability.

Firewall Monitoring and Change Support (Palo Alto): Monitor firewall activity and performance, perform configuration changes, and ensure compliance with security policies through comprehensive documentation.

Cloud Infrastructure Management (Azure): Manage Azure environments for managed services, including user and group management, access control policies, and identity protection. Implement single sign-on (SSO), multi-factor authentication (MFA), and conditional access policies. Provision and manage Azure File Shares, configure access controls, and establish backup solutions to safeguard against data loss.

Virtualized Infrastructure Management (VMware vSphere & Microsoft Hyper-V): Oversee VMware vSphere and Microsoft Hyper-V environments to support mission-critical applications. Perform hands-on troubleshooting to fix bugs and resolve virtual machine (VM) performance issues, ensuring stable and efficient operations.

System Performance Optimization and Monitoring: Conduct regular monitoring of data center infrastructure, servers, and networking devices using advanced tools. Implement proactive checks and alerts to preempt potential issues, ensuring

operational continuity. Identify and resolve bugs, particularly within network systems and virtualized environments, to restore optimal performance.

Client Engagement and Solution Suggestions: Meet with clients to understand their environments and assess their requirements. Provide suggestions for improving their IT infrastructure, ensuring recommendations align with their needs and operational goals.

Preventive Maintenance and Checklist Development: Develop customized preventive maintenance checklists and procedures tailored to specific industries. Focus on proactive issue detection to maintain reliability and prevent disruptions.

Incident Management and Vendor Coordination: Act as the primary contact for incident response, performing in-depth troubleshooting and issue resolution. Collaborate closely with vendors and internal support teams to resolve complex technical challenges. Maintain accurate incident records to support reporting and vendor tracking.

Project Coordination and Resource Management: Oversee resource allocation and team scheduling to manage multiple projects effectively. Coordinate with internal teams and vendors to align resources and timelines, ensuring project milestones are achieved.

Operational Support and Mentorship: Provide guidance to junior team members, fostering their growth and promoting best practices in system management. Collaborate with internal stakeholders to streamline service delivery and ensure adherence to operational standards.

Alfa Connections
M365 Consultant | 05/2023 - 10/2023

1. Conducted comprehensive Microsoft License assessments, providing clients with a detailed overview of their licensing landscape and capabilities.
2. Collaborated strategically with clients, revealing critical insights, and orchestrating the implementation of tailored cloud strategies.
3. Facilitated impactful training sessions for esteemed external teams, including AIA, Sapura Advanced System, and local universities. Topics covered Microsoft Enterprise Security features such as Intune and DLP.
4. Spearheaded pre-requirement meetings, adeptly gathering current issues and proposing viable solutions
5. Extended training sessions to various external teams covering non-Microsoft Enterprise Security applications like Viva, Exchange, and SharePoint.
6. Led dynamic cloud adoption workshops for a diverse clientele, resulting in an outstanding 70% increase in platform usage.
7. Provided tangible use cases and innovative solutions, showcasing practical applications to improve efficiency.
8. Maintained a proactive approach by exploring emerging Microsoft solutions, including Power Apps and Autopilot, to stay at the forefront of technological advancements.

Petronas Digital | Federal Territory of Kuala Lumpur, Kuala Lumpur
End User Support | 11/2021 - 04/2023

- Serving as the first point of contact for PETRONAS staff seeking technical assistance
- Troubleshoot network and user active directory
- Explored possible solution through reading forum,blog and research material and documented the outcome solution into knowledge base
- Transfer knowledge to junior staff and user through various training and knowledge base .
- Identifed best course of action that will eliminate extra process to solve the task making job become super efficient
- Handling Microsoft desktop technologies (Windows OS , Office, Outlook, Active Directory, Intune, Multi-factor Authentication, ServiceNow, Quick Assist).
- Provided user guidance for usage of various of Sap
- Improved first contract solution respond time by introducing new tool and better effective process
- Optimizing user pc and increase the performance by running deep analysis and allocating pc memory
- Configure and maintain user network settings to align with Petronas policy
- Managing Petronas and non Petronas domain in active directory.

Radius Progressive | Selangor, Shah Alam
Web Designer/Developer | 05/2021 - 09/2021

- Improved the company image by creating a new corporate website
- Introducing a few huge improvement to the company such as new plan execution for web development

- Assisting in implantation of new technologies such as Visual Studio Code,Drupal and use of google site
- Involved in creating a few startup under the umbrella of same company
- Assisting in evaluating decision for company in choosing software for management
- Build documentations and presentations about projects
- Build E commerce site

Freelance IT Service
IT Specialist | 08/2019 - 03/2021

- Supporting IT department of local government by providing assistance in maintaining IT appliances
- Probing error and fix solution for any problem that in physical ,software and network area
- Provide assistance to customer by providing technical assistance and accurate information to customers
- Configured LAN network between local computer and peripheral devices
- Patching and fixing any Microsoft issue using script

Renesas Semiconductor KL Sdn. Bhd. | Selangor, Telok Panglima Garang
IT Executive | 04/2019 - 07/2019

- Created a plan for IT department within networking,software and hardware area such as maintenance and finding bugs
- Keeping track healthiness of hardware by doing troubleshooting and implementing newest patch on software
- Evaluating and deciding any technical issue and act accordingly
- Supporting engineer by maintaining various of machine whether through system hardware and software.

Tools

1. Azure
2. Vsphere
3. Linux
4. Git Hub
5. M365 Business Tool / Active Directory
6. Palo Alto

Education

University Industry Selangor (UNISEL)
Bachelor's Degree In Information Technologies | Graduated 11/2019

- Graduated with 3.1+ GPA
- Created a complex system for HR department for scholarship programme using php language
- Few major syllabus included networking and business analyst.
- Joining programme with Global Entrepreneurship Community to study their showcasing of idea and implementing the idea
- Taking roles as president and leader of department in university organisations
- Managed a few huge programme such as housing activity for elderly folks and indigenous community

Reference

|Click here for Digital Resume Experience.|

Mohd Zuhaili | Operation Manager

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Muhammad Nabeel | Manager

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