Ahmad Zaid

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Summary

Motivated by an insatiable thirst for knowledge and a passion for overcoming challenges, I aspire to emerge as a highly successful and adept professional. Recognized for my ability to swiftly acquire and apply new skills, I am poised at a pivotal juncture in my career

Employment History

Alfa Connections
Cloud Adoption Engineer | 05/2023 - Present

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
Consultant | 11/2021 - 04/2023

- Serving as the first point of contact for PETRONAS staff seeking technical assistance
- 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.

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

Tools

1. Azure Portal
2. Admin exchange CDN
3. Xampp
4. Powershell / Command Prompt
5. Git Hub versioning
6. M365 Business Tool / Active Directory
7. SCCM . Remote Desktop .(RDP)

Skills

Workshop Facilitation:

- Conducting interactive and engaging workshops
- Tailoring content to diverse audience levels
- Hands-on labs for practical skill development

Consultation:

- Assessing client needs and requirements
- Designing customized cloud solutions
- Providing strategic guidance for optimal cloud adoption

Problem Solving:

- Analyzing complex technical issues
- Formulating effective and efficient solutions
- Troubleshooting and resolution implementation

Communication:

- Clear and concise communication skills
- Presenting technical information to non-technical stakeholders
- Collaborating with cross-functional teams

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Project Management:

- Planning and executing cloud adoption projects
- Tracking milestones and deliverables

Languages

1. PHP
2. Javascript
3. English
4. Scripting
5. SQL

Certificate

1. [Microsoft Azure 900 (2023)](#)
2. Microsoft Azure 104 (2023)
3. [JavaScript (2019)](#)
4. [CyberSecurity (2022)](#)

Personal Project

I have take my own initiative to understand better in coding world by creating some personal project range from various language such as php ,JavaScript . Currently working on improving Cloud area.

[Click here for Digital Experience.](#)

Reference

Rusmiatun M rodzi (Executive Petronas digital)

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Muhammad Nabeel Ahmad Salihin (Fast Track Engineer)

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