

# Ahmad Zaid

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## Summary

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With a robust four-year tenure in the field of information technology, encompassing both software and hardware expertise, I have garnered valuable experience. My professional journey includes significant contributions to renowned organizations such as Petronas and Microsoft. I consistently strive to deliver optimal results, demonstrating a commitment to excellence in every endeavor.

## Employment History

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### Alfa Connections

#### M365 Consultant | 05/2023 - 11/2023

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

#### Technical Consultant | 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 .
- Identified 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

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**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

## Certificate

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1. [Microsoft Azure Fundamental 900 \(2023\)](#)
2. [Microsoft Azure Administrator 104 \(2023\)](#)
3. Red Hat Certified Administrator EX200 (ongoing)
4. [Configure SIEM security operations using Microsoft Sentinel](#) (2023)
5. [Secure Azure services and workloads with Microsoft Defender for Cloud regulatory compliance controls](#) (2023)
6. [Configure secure access to your workloads using Azure networking](#) (2023)
7. [Deploy and configure Azure Monitor](#) (2023)
8. [Secure storage for Azure Files and Azure Blob Storage](#) (2023)
9. [Migrate SQL Server workloads to Azure SQL Database](#) (2023)
10. [JavaScript](#) (2019)
11. [CyberSecurity](#) (2022)

## Tools

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1. Azure Portal
2. Admin exchange CDN
3. Xampp
4. Linux
5. Powershell / Command Prompt
6. Git Hub versioning
7. M365 Business Tool / Active Directory
8. Network

## Skills

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### 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

**Project Management:**

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

**Languages**

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

**Reference**

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[|Click here for Digital Resume Experience.|](#)

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