Ahmad Zaid

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Education

Bachelor's Degree In Information Technologies | University Industry Selangor (UNISEL) | 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

Employment History

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

- 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.

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

- 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

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

- 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 implentation 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

Technical Analyst Support | 11/2021 - Present | Virtual Calibre | Kuala Lumpur, Federal Territory of Kuala Lumpur

- Stationed as IT Consultant at Petronas Digital
- 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
- Managed and provide assistance toward user Multifactor Code and Intune Company Portal.
- 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
- Contributed to FCR of team by scoring over 80 percent for first contact resolution because of my high technical skills.
- Managing Petronas and non Petronas domain in active directory.

Tools

1. Visual Studio Code
2. WinScp / Putty
3. Xampp
4. Powershell / Command Prompt
5. Git Hub versioning
6. M365 Business Tool / Active Directory
7. SCCM . Remote Desktop .(RDP)

Skills

1. Technical Analyst
2. Critical Thinking
3. Problem Solver
4. Team Work
5. Network Configuration
6. Windows services and Configuration
7. Excelence Verbal communiation

Languages

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

Certificate

1. [Microsoft Azure 900 (2023)](#)
2. Microsoft Azure 104 (ongoing)
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.](#)