

Ahmad Zaid

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lot 2694,lorong 2 kampung sungai lang baru

Banting, Selangor

Summary

Information Technologies guy with proven track record of designing and completing projects on time and in alignment with client expectations and regulatory guidelines; Excels at complex problem solving and troubleshooting; Demonstrates comprehensive knowledge of Information technologies; Skilled at managing project budgets and resources; Applies analytical skill to resolve design and development issues; Huge fan in economic area .

Employment History

Support Engineer

Renesas Semiconductor KL Sdn. Bhd. • Telok Panglima Garang, Selangor

04/2019 - 07/2019

- Created a plan for IT department within networking,software and hardware area such as maintainance and finding bugs
- Keeping track healthiness of hardware appliants by doing troubleshooting and implementing newest patch on software
- Evaluating and deciding any technical issue and act accordingly

IT Specialist

Freelance IT Service

03/2020 - 11/2020

- Supporting IT department of local goverment by providing assistance in maintainning IT appliances
- Probing error and fix solution for any problem that in phsycial ,software and network area
- Provide assistance to customer by providing technical assistance and accurate information to customers
- Create lan network between local computer and peripheral devices

IT Executive

Radius Progressive • Shah Alam, Selangor

05/2021 - 08/2021

- 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 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

Virtual Calibre • Kuala Lumpur, Federal Territory of Kuala Lumpur

11/2021 - Present

- Stationed at Petronas contact center as technical analyst
- Produce documentation for any related fix for other reference
- Responsible for handling all support tickets assigned and solved in a timely manner(SLA) and manage ticket accordingly
- Assisted user with in depth diagnostic of issue with help of remoting tools
- Fixing bugs, patching module and toubleshoot in windows system regedit and services
- Supporting varieties application such as hr system ,business applications system and non business applications
- Involved in managing user directory and knowledge directory
- Provide training to the user by explaining complex term and provide guidance
- Troubleshoot network and production issues and perform root-cause analysis
- Created a in deep report for any bugs that occur

- Collaborated with vendor support such as microsoft teams ,cisco and finance teams

Languages

English, Malay

Professional Skills

Team Working, Problem Solving , Self learning, Editing Graphic, Team Leading, css , PHP, OOP, Hardware, Drupal, PhpmyAdmin, Idea Oriented , Pitching Idea , Bootstrap, Network, User Communication , Vendor Relationships, Wordpress, Customer Service

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
- Studied some other major course such as networking , ethil , and schrdc
- Joinning 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 indigineuous community

Php Laravel & Vue

Udemy

- Creating tutorial project using php language ,laravel and phpmyadmin database for the backend and using vue as the front end

CGPA

3.12

Web Link

<https://azkuu.github.io/profile>

Project

Laravel - Blog

A website that facillitate user to create a blog using laravel as my framework

file of project : <https://github.com/Azkuu/blog>

Laravel -vue - User Management

A website that enable manager to manage thier user

file of project : <https://github.com/Azkuu/UserManagement>