

Muhammad Zazmi Jeffri



Business Unit	Client Solutions	Email	Zazmi.Jeffri@dell.com
Leader	Juan Rafel, Manager 1, Technical Support	Length of Service	5 year(s), 7 month(s)
Location	Bukit Mertajam, Malaysia	Career Level	Individual Contributor I5
Education	Kolej Profesional Mara Indera Mahkota Diploma, Computer Science		

Certifications	<ul style="list-style-type: none">• Cisco - CCNA, December 2012 - No Expiration Date
Achievements	<ul style="list-style-type: none">• SA Client - Team 1 Top Quota Performer - Nov 2019• FY22 Q2 - Great Performance• Excellent CE Result - FY23 Q2• Professionalism and Commitment• Great Improvement on CE Performance• Delighting our customer• Excellent Tech Support Support Personnel• Outstanding TS Frontline Performance - FY24 Q1• TQ Performer in the Team - February 2020• FY21 Q1 - Excellent CE Performance• FY23 Q1 - Great Team Performer• Teamwork and Winning• Thank you for your great effort!• Outstanding TS Frontline Performance - FY23 Q4• FY24Q4 Best Agent CX Performance• FY25 Q2 Performance Highlights

Skills

Business Interactions | Case Management | Customer Engagement | Customer Follow-Ups | Customer Satisfaction | Customer Service | Issue Management | PC Management | People Management | Quality Management | Remote Support | Technical Issues | Technical Knowledge | Technical Support | Troubleshooting | Troubleshooting Hardware

Job History

Dell Global Business Centre Pte. Ltd, Technical Support Engineer 1

September 2019 - Present

- Diagnose and troubleshoot technical issues via call , chat and email
- Properly escalate unresolved issues to appropriate internal teams (e.g. Quality Lead Team / OOP Team / Resolution Manager)
- -Provide prompt and accurate feedback to customers
- Refer to internal database or external resources to provide accurate tech solutions and ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- Maintain good follow up and relationships with clients
- Work in member structure to cover up cases for other team members unattended cases
- Used to generate report and assign task to other team members to expedite case resolution

Western Digital, IT System Support Technician

September 2018 - Present

Serve as 1st level support for users seeking technical assistance over the phone or email
Perform remote troubleshooting through diagnostic techniques and questions.
Direct unresolved issues to the next level of support or designated escalation group.
Follow-up and update customer status and information.
Responsible for software install, update, upgrade etc
Daily operations, backup, monitoring and perform scheduled tasks.
Perform user account & access administration, remote technical troubleshooting.

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OSRAM, CIM Technician

July 2018 - September 2018

1st Level Support of IT systems (EI and MES) in daily operation of Wafer Fab and Back End Facility and to ensure the smooth running of production floor.
Troubleshoot and make basic configuration for CIM Systems.
Installation of Panel PCs & Barcode Scanners and programming the scanners.
Assign and manage fixed IPs for production floor Panel PC.
Make prompt decision on solving the issues immediately to ensure smooth running of lots within SOP and Escalate to 2nd level for problems that are unable to be resolved.

Intel, IT Technician

September 2017 - July 2018

Handling PC assembly, installation, testing and troubleshooting.
Provide support for production PC issues/failures.
Dealing with user face-to-face, over the phone or e-mail regarding Laptop hardware and software issues.
Resolving issues within standard time frame and updating Tickets accordingly to SOP.
Managing IT stockroom by making sure all assets are tally and well maintain.