Tan Ziheng

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Highly motivated and detail-oriented Computer Science graduate with practical experience in IT operations, technical support, and systems development. Currently contributing to regional IT support operations at Hitachi Sunway Information Systems, with a focus on asset management, infrastructure troubleshooting, and process automation using Microsoft Power Platform. Proven ability to collaborate across teams, resolve technical issues efficiently, and implement user-friendly solutions. Passionate about leveraging technology to drive operational excellence and support business objectives in fast-paced environments.

Experience

ITO Support Engineer
Hitachi Sunway Information Systems Sdn. Bhd   *May 2024 - Current*

- Partnered with Service Desk and Technical Infrastructure teams—including Network and Security Operations—to ensure seamless daily IT operations and troubleshoot network and security devices effectively.
- Applied structured IT service management (ITSM) methodologies and change management protocols to support smooth transitions and reduce operational disruptions.
- Delivered end-user technical support via email, phone, and live chat, including remote diagnostics across Southeast Asia. Tasks included hardware setup, wireless network configuration, and software installation.
- Administered IT asset inventory across five countries using IT Asset Management (ITAM) and Unified Endpoint Management (UEM) systems, ensuring accurate tracking and lifecycle management.
- Deployed and maintained desktops, laptops, networking equipment, and video conferencing tools, supporting high performance and system availability.
- Collaborated cross-functionally to develop and implement tailored solutions via Microsoft Power Apps and Power Automate, streamlining departmental workflows.

IT Support (Intern)
UG Global Resources Sdn. Bhd., Senawang   *Feb - July 2023*

- Designed and developed a user-friendly website for production line recording, incorporating ASP.net, SQL database, C#, and JavaScript technologies.
- Designed a website for a local TV by applying the skills received from the course, which resulted in the improvement of the website's performance
- Provided IT support by performing PC setups, diagnosing issues, and installing printer drivers, demonstrating strong problem-solving abilities and effective communication skills.
- Proficient in Microsoft Dynamics 365, Power BI, Excel (including VBA), ASP.net, SQL database, C#, JavaScript, and server management.

Skills

- **Programming Languages:** HTML, CSS, JavaScript, Solidity, C, Java
- **Technical Skills:** Microsoft Dynamics 365, Power BI, Excel (including VBA), ASP.net, SQL database, C#, JavaScript, Power Apps, Power Automate, Server Management
- **Other Skills:** Server management, IT Support
- **Languages**: Mandarin, English, Bahasa Melayu, Cantonese

Education

Xiamen University Malaysia   *2020-2024*

- Bachelor of Engineering in Computer Science and Technology (Honours)
- CGPA: 3.06
- Awarded scholarship covering 45% of total tuition fees for a duration of 4 years.