

Lam Woei Horng (Bryant)

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Over 13 years of experience delivering exceptional IT support and customer service. Proven expertise in troubleshooting and configuring user laptops and desktop systems, providing comprehensive technical assistance, and ensuring seamless end-user experiences. Known for maintaining high levels of professionalism, discretion, and efficiency in fast-paced environments.

Experience

OCT 2021 – PRESENT

IT Support Technician | Hitachi Sunway Information System Sdn Bhd | Kuala Lumpur, Malaysia

Provide end-user support including formatting and setting up laptops and desktops, installing essential software and printers, and troubleshooting both hardware and software issues. Collaborate with IT team members to resolve complex technical problems, ensuring minimal downtime and uninterrupted user operations. Maintain and regularly update IT asset inventory using Excel and SharePoint to ensure accurate tracking and compliance.

2019 – SEP 2021

Personal Driver to Australian Directors | Mediplus Respiratory Products Sdn Bhd | Selangor, Malaysia

Safely transported Australian directors and their families to meetings, appointments, and events while managing personal errands and confidential document handling. Conducted daily and routine vehicle maintenance, ensuring top-tier cleanliness and mechanical condition of high-end vehicles, including a Range Rover Discovery and BMW 530. Supported internal teams with logistics and marketing assistance, including brochure edits using desktop publishing software.

2016 – AUG 2019

Personal / Company Driver | Grab GDC | Kuala Lumpur, Malaysia

Provided consistent and secure transportation for company executives and clients, maintaining punctuality and discretion. Conducted regular vehicle inspections and handled basic maintenance needs. Managed dispatch duties including secure delivery of documents. Assisted fellow drivers with route optimization and troubleshooting. Operated a range of vehicles including Hilux, Alphard, and other luxury models with a strong focus on safety and comfort.

2012 – JAN 2016

Computer Technician & Assistant Instructor | SBIT Training Academy | Kuala Lumpur, Malaysia

Taught foundational computer skills, covering hardware, software, and troubleshooting techniques. Repaired and assembled computers while documenting repair activities and maintaining a high level of service quality. Delivered and installed systems at client sites and provided remote and on-site support. Sourced solutions for technical issues using online research, enhancing customer satisfaction and operational efficiency.

Skills

IT Support: Proficient in setting up and troubleshooting laptops and desktop systems; experienced with Windows operating systems and basic IT administration tasks.

Technical Proficiency: Basic knowledge of network connectivity, hardware replacement, software installation, and system configuration.

Customer Service: Strong interpersonal and communication skills; capable of handling sensitive information with discretion and professionalism.

Navigation & Route Planning: Highly skilled in using Waze and Google Maps for efficient and timely travel logistics.

Vehicle Operation & Maintenance: Experienced in operating and maintaining luxury vehicles; clean driving record with a strong understanding of routine vehicle checks and safety protocols.

Education

SBIT TRAINING ACADEMY

DIPLOMA IN IT SUPPORT – A/PASS

SPM (SIJIL PELAJARAN MALAYSIA)

Languages

English (Proficient)

Chinese (Fluent)

Bahasa Melayu (Fluent)

Mandarin (Fluent)

Cantonese (Fluent)