



Ahmad Khairul Pazril Hashim

IT Support (Service Desk Analyst) (2 years)

ALTEL Communication Sdn Bhd, Possimo Technologies Sdn Bhd

(+60) 124234897 | khairul_ex@yahoo.com | Kuala Lumpur

Career Objective

Looking for the position in IT field to achieve the highest level of knowledge, and assist to strive an organization target.

Experience

1 year of total experience

Feb 2015 - Present
(2 years)

IT Support (ALTEL Service Desk Analyst)

Possimo Technologies Sdn Bhd | Selangor, Malaysia

Industry	Call Center / IT-Enabled Services / BPO
Specialization	Technical & Helpdesk Support
Role	IT Support/Helpdesk
Position Level	Junior Executive

- NOC (Network Operation Centre)
- Service desk and provide 1st level system support.
- Provide 1st level and technical troubleshooting assistance related to computer hardware and software, networking, mobile devices and other tech tools and products.
- Handling Network/System Monitoring Tools: CACTI system, PRTG Network Monitor, NAGIOS Core.
- Performing daily call detail record (CDR) logs script checking via putty and CORE FTP.
- Ensure all ticket issued are responded and resolved.
- Ensure products and systems meet specifications of performance and reliability
- Entertain issues from internal via email, phone call and walk in.
- Technical and troubleshooting assistance related to computer hardware and software, networking, mobile devices and other technical tools and products.
- Monitoring server/network and system via PRTG and CACTI.
- Responsible for network performance monitoring and identify any performance degradation.
- Huawei OCS/Billing/CBS Convergence Billing System
- Huawei Mediation, Provision, Interconnect (PRM)
- Responsible for network performance monitoring and to identify any performance degradation.

Education

Nov 2014

Universiti Industri Selangor (UNISEL)

Bachelor's Degree in IT(Knowledge Management) | Malaysia

Major

Knowledge Management

Grade

Grade C/2nd Class Lower

Nov 2008

Sekolah Menengah Sultan Ahmad Shah

Higher Secondary/STPM/"A" Level/Pre-U | Malaysia

Grade

Pass/Non-gradable

Skills

Microsoft Office, Putty CoreFTP, SQLDeveloper, CRM (Customer Relationship Management), CBS (Customer Billing System), ICBS- Billing and Payment, iManager I2000(NGBSS Monitoring), Network Monitoring Platform for Internal & External (PRTG, Cacti, Nagios), VAS (V5)– Network Management System, Data Mining CDR via BI-Prod, Basic Cisco configuration, Cisco OSI layer.

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
Bahasa Malaysia (Primary)	9	9
English	7	8

About Me

Age	28
Marital Status	Single
Current Address	Kepong, Kuala Lumpur.
Nationality	Malaysia

References

Name	Suriana Ali
Position	Altel Service Desk Team Leader
Address	Altel Communication Sdn Bhd, Level 22 Menara Mitraland, No 13A, JLN RJU 5/1 Kota Damansara 47810 Petaling Jaya, Selangor.
Telephone	03-76649933
Email	suriana@sd.altel.my

Name	Suzana Basaruddin
Position	Head Of Programme (HOP) Bachelor Of IT (Knowledge Management)
Address	1 st Floor Single Room, Faculty of Communication, Visual Arts and Computing Bestari Jaya Campus, Universiti Selangor, Jalan Timur Tambahan, 45600 Bestari Jaya, Selangor.
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