

ABDUL QAYYUM BIN JAINI

NIRC : 880216-49-5013

Status : Married

Nationality : Malaysian

Religion : Islam

Tel no : 01116658510

Email : gayyum.jaini@hotmail.co.uk**Permanent Address:**

Lot 1A, Jalan Good View,

Taman Sea View,

90000 Sandakan Sabah.

**CAREER AIMS**

- To work in pragmatic way in an organization where I can show my talent and enhance my skills to meet company goals and objective with full integrity and zest
- To give full effort and determination in order to achieve and strive company mission and vision

EDUCATIONS**Highest Academic Qualification**

Degree conferred : Bachelor Degree of Electronic Computer Engineering (Hons)

Grade : 2nd Class

Name of Institution : UNIVERSITY MALAYSIA SABAH (UMS)

Graduation date : November 2013

Second Highest Academic Qualification

Qualification : Matriculation (Physical Sciences)

Grade : 2nd Class

Name of Institution : Labuan Matriculation College

Graduation Date : April 2008

High School: SMK Sung Siew Sandakan Sabah (2001-2005)

I) SPM (2005): 4A, 2B, 4C, 1D

II) PMR (2003): 3A, 4B, 1C

Professional Certificate and Extra Qualification

Name of Institution : Selangor Human Resources Development Center (SHRDC)

Graduation Date : December 2013

Qualification : Certificate of Industrial Skills Enhancement Program (INSEP)

Qualification : Certificate IPC Specialist (J-STD-001)

Module Learned: (Industrial Automation Program)

- Programmable Logic Controller (PLC)
- Project Management
- Lean Manufacturing, Kart Factory
- SCADA and DAQ Systems
- Electrical Power Fluid System
- Mechanical Drive System
- 5S
- Safety and Health
- Six Sigma DMAIC
- 7 QC Tools

- FANUC Robot Programming
- Visual Basic
- Solid Work Design
- Measuring Instrument
- Toward Supervisory Excellence
- Leading Positive Performance
- Technical Drawing
- Visual C#
- Team Building
- Soldering
- Project Management
- Technical Report Writing

WORKING EXPERIENCES

Current Job Placement:

IOI Plantation Services Sdn Bhd as IT Officer (November 2015 - Present)

Job Description

- Handling PalmTop Project implementation in Sandakan region plantation estates.
- Provide support in Account and Checkroll Plantation System called Pinfosys for IOI estates
- Provide Support in PalmTop Pinfopalm system for IOI estates
- Provide support in Preventive Maintenance system for IOI Mill Sandakan region
- Provide support in Human Resources department UBS payroll System
- Provide Troubleshoot Support regarding hardware and software component for Office region and IOI estates
- Provide Network troubleshoot server client and general computer for IOI estates
- Asset management, and monthly report regarding troubleshoot problem, database backup and system updates

Previous Job Placement:

Exitra Sdn Bhd (LGB Group) as Data Centre Engineer (Aug 2014 - Aug 2015)

Job Description

- Proactive and alert to Monitor, Secure, Support and maintenance of Data Center facilities, IT equipment and applications and to make sure no downtime in Data Centre.
- Provide some improvement and cost reduction analysis in Data Centre Operation to make sure Data Centre operate in optimum level.
- Provide physical and remote 1st level support through phone, OTRS ticketing system and email regarding IT product eg: pleks web builder, mycloud storage, cloud domain, POS system, SAP, and DC Colocation.
- Coordinate with Level 2 engineers, customers and vendors until incident or request resolved.
- Update OTRS ticketing System timely and perform necessary escalation to meet Service Level Agreement (SLA) target.
- Perform standard change, resolve incident and request ticket from customer.
- Perform Data Center Customers, vendor and Internal staff escort and patrolling.
- Perform routine scheduled job, and weekly DC management report.

Previous Job Placement

LifeTech Net Sdn Bhd as Network Support Executive (Jan 2014 – July 2014)

Job Description

- Monitoring and check customers' IT network on Network Management System (NMS) using Solarwinds, to make sure initial alert in customers leased/main line and backup line network downtime and failure.
- Create trouble ticket in ticketing system and ensure on-time notification to customers via phone call, email, and message and make sure to meet Service Level Agreement (SLA).
- First level troubleshooting with customers regarding their network downtime and failure. Case closed if solve by 1st level troubleshoot if not case liaised with level 2 engineer which are internet service provider (ISP), and customers' vendor
- Liaised with Level 2 co-ordination and periodic follow up and update with customer until fault is resolved.
- Perform daily/weekly/monthly simulation test regarding network backup health check (ISDN/ADSL/SDSL)
- Prepare monthly network Faulty and breach, performance and utilization report for customer

Internship Program:

Institut Latihan Perindustrian Kota Kinabalu (ILPKK) Under Technology Electronic Industry and technology computer department. (May 2010 – July 2010)

Job Description

- Tutoring in programming C and PIC Microcontroller programming
- Computer Technician - repair and maintenance of computer hardware and software
- Networking Technician responsible to check and test network signal and cabling, troubleshoot network replace and repair network cabling.

Other related experiences:

Advance Computing System as technical support cum stock delivery

Job Description

- Perform standard check and testing regarding computer hardware to identified problem raised
- Repair and maintenance all type of printer, Laptops and PC (Computer Hardware).
- Attended as promoter and sales person at PC fair PIKOM 2013 1Borneo Kota Kinabalu
- Deliver Printer and other computer accessories stock to Dealer and end user customer around Kota Kinabalu.

LANGUAGES PROFICIENCY	
1. English	2. Malay
<ul style="list-style-type: none">• Written (Excellent)• Spoken (Excellent)• MUET test 2008 (Band 3)• JobStreet English Language Assessment (JELA) : Scored (35/40)	<ul style="list-style-type: none">• Written (Excellent)• Spoken (Excellent)

REFERENCES

Nalia Binti Rudin

Assistant Manager HR, admin and finance department
IOI CORPORATION BERHAD
SANDAKAN REGION, WDT 164,
90009 SANDAKAN, SABAH.
Tel: 0109004937
nalia@ioigroup.com

Syed Muhammad Nizam Bin Syed Alwee

Senior Manager Lifetech Solutions Sdn. Bhd.
Unit A-7-1 Floor, Megan Avenue 1,
Blk. A, 189 Jalan Tun Razak, 50400 Kuala Lumpur
Tel: 0192436910
syednizam@lifetech.com.my

Heng Min Jum

Data Centre Manager Exitra Sdn Bhd
No 1, Jalan Wan Kadir,
Taman Tun Dr Ismail, 60000 Kuala Lumpur
Tel: 0193372059
minjum.heng@exitra.com.my

Izham bin Zakaria

Manager of Selangor Human Resources
Development Centre
No 1, Ground Floor, Block 2, Pusat Perniagaan
Worldwide, Jalan Tinju 13/50, 40100 Shah Alam,
Selangor
Tel: 019-3544808
izham@shrdc.org.my