



## Muzhaffar Hussain

Data Controller / Technical Assistant (2 years 6 months)  
SPS Sdn Bhd

(+60) 173603349 | muzhaffarh1985@gmail.com | MYR 3,000 |

## Experience

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10 years of total experience

Jun 2013 - Dec 2015  
(2 years 6 months )

### Data Controller / Technical Assistant SPS Sdn Bhd

Industry	Telecommunication
Specialization	IT/Computer - Hardware
Role	Technician
Position Level	Non-Executive
Monthly Salary	MYR 2,500

#### Responsibilities:

TM NGN Project

- Work involves monitoring customer information.
- Keep track of customer changes in data.
- Updating all customer information.
- Working with Sub-Contractors, Telecom Malaysia and HUAWEI personnel.
- Supervise sub-contractors on Telecom Malaysia site on what to do.

#### Experienced gained:

- Working with sub-contractors, Telecom Malaysia and HUAWEI to solve customer issues.
- Communicate and understanding what the problem is at hand.
- Escalating problems smoothly through to supervisor and PIC.
- Constantly being aware to see any changes in customer data.
- Being in charge in handling situations which are called upon.

Dec 2012 - Jun 2013  
(6 months )

### Data Controller / Site Supervisor Silver Ridge Holdings Bhd

Industry	Telecommunication
Specialization	IT/Computer - Hardware
Role	Technician
Position Level	Non-Executive
Monthly Salary	MYR 1,500

#### Responsibilities:

TM NGN Project

- Work involves monitoring customer information.
- Keep track of customer changes in data.
- Updating all customer information.
- Working with Sub-Contractors, Telecom Malaysia and HUAWEI personnel.
- Supervise sub-contractors on Telecom Malaysia site on what to do.

Experienced gained:

- Working with sub-contractors, Telecom Malaysia and HUAWEI to solve customer issues.
- Communicate and understanding what the problem is at hand.
- Escalating problems smoothly through to supervisor and PIC.
- Constantly being aware to see any changes in customer data.
- Being in charge in handling situations which are called upon.

Jun 2011 - Oct 2012  
(1 year 4 months )

### **Data Controller / Technical Assistant**

Datasonic Technologies Sdn Bdn

Industry	Telecommunication
Specialization	IT/Computer - Hardware
Role	Technician
Position Level	Non-Executive
Monthly Salary	MYR 2,500

Responsibilities:

TM NGN Project

- Work involves monitoring customer information.
- Keep track of customer changes in data.
- Updating all customer information.
- Working with Sub-Contractors, Telecom Malaysia and HUAWEI personnel.
- Supervise sub-contractors on Telecom Malaysia site on what to do.

Experienced gained:

- Working with sub-contractors, Telecom Malaysia and HUAWEI to solve customer issues.
- Communicate and understanding what the problem is at hand.
- Escalating problems smoothly through to supervisor and PIC.
- Constantly being aware to see any changes in customer data.

Feb 2009 - Mar 2011  
(2 years 1 month )

### **Network Analysyst**

NETSTAR LOGICALIS

Industry	Telecommunication
Specialization	IT/Computer - Network/System/Database Admin
Role	Network/System Engineer
Position Level	Junior Executive
Monthly Salary	MYR 2,000

Responsibilities:

- Work involves monitoring customer network.
- Troubleshoot once an issue occurs.
- Follow Action Policy as stated by customer.
- Updating customer on what is happening via phone call.
- Working with 3rd party company to solve network issues.
- Keep updating customer on all updates 24/7.

Experienced gained:

- Working with senior engineers to solve network issues.
- Communicate and understanding what the problem is at hand.
- Escalating problems smoothly through to senior engineers and 3rd party companies via phone and email.
- Constantly being aware to see any network faults.

Sep 2008 - Dec 2008  
(3 months )

## **Customer Service**

**VADS BERHAD**

Industry	Telecommunication
Specialization	IT/Computer - Network/System/Database Admin
Role	Others
Position Level	Non-Executive
Monthly Salary	MYR 1,500

### **RESPONSIBILITIES:**

- Assisting customer with account details.
- Assisting customer with their internet issues.
- Troubleshooting and interacting with customer via phone call.

### **EXPERIENCES GAINED:**

- How to solve technical issues ie. Internet/Computer issues.
- Dealing with customers in a polite way, no matter how irrational they are.

### **REASON FOR LEAVING:**

- Gain more experience and career advancement.

Aug 2006 - Dec 2007  
(1 year 4 months )

## **Receptionist**

**Hilton London Hyde Park Hotel**

Industry	Hotel / Hospitality
Specialization	Customer Service
Role	Customer Service - General
Position Level	Junior Executive
Monthly Salary	GBP 1,300

### **RESPONSIBILITIES:**

- Help customer to book their room/s.
- Answering general calls.
- Help with general information.

### **EXPERIENCES GAINED:**

- Organising customer needs ie. communicating with them with their needs.
- Following instructions handed out by the management.
- No matter what customer complains about, they are allows right.

### **REASON FOR LEAVING:**

- To gain more experience and continue studies.

Mar 2002 - Jun 2004  
(2 years 3 months )

## **Sales**

**NIKE UK**

Industry	Apparel
Specialization	Sales - Retail/General
Role	Sales Executive
Position Level	Senior Executive
Monthly Salary	GBP 1,200

### **RESPONSIBILITIES:**

- Promote new sales to customers.
- Helping out customers with their needs.
- Helping out customer to choose what fits them the best.
- Creating an enjoyable work place for others to work with.
- Managing new stock arrivals.
- Assembling new products.

EXPERIENCES GAINED:

- How to manage new stock arrivals.
- Assigning group members to help out with sales.
- Customers are always right.

REASON FOR LEAVING:

- Gain more experience and career advancement for better pay.

## Education

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2005

**Westminster College**

Diploma in Engineering (Electrical/Electronic) | United Kingdom

Grade

Pass/Non-gradable

## Skills

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Intermediate

Business Communication, Microsoft Office, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Data Analysis

## Languages

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*Proficiency level: 0 - Poor, 10 - Excellent*

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

Jobstreet English Language Assessment (JELA)

Date Taken                      **2 Feb 2016**

Score                                **38/40**

## Additional Info

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EXPECTED SALARY:

RM3000

OBJECTIVE:

Flexible, organized, independent; able to effectively coordinate tasks to accomplish projects, analytical with a keen eye for details and willingness to learn

EDUCATION:

2003 - 2005      City of Westminster College London, United Kingdom.  
                         Level 3 National Diploma in Electrical/Electronic Engineering.

2002 - 2003      City of Westminster College London, United Kingdom.  
                         First Diploma in Engineering.

1998 - 2001      Ghana International School, Ghana.

## VOLUNTEER EXPERIENCE:

Volunteer with OXFAM UK (2004-2005)

## LANGUAGES:

English (International English Language Test System, IELTS score of 7)  
Malay

## REFERENCES:

Ahmad Fariz  
SPS Corporation Sdn Bhd  
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Tony Walker  
City of Wesminster College

Barbara M Cyron  
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Deputy Head of Engineering and Electronics School  
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## About Me

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