

## **CURRICULUM VITEA**



### **PERSONAL DETAILS**

NAME : TENGKU ERWAN MARTINO BIN TENGKU ISMAIL  
IDENTITY CARD NUMBER : 891120-14-6779  
HANDPHONE NUMBER : 017-3594292  
ADDRESS : 11-16-10 PANGSAPURI MENTARI, DESA MENTARI 3,  
JALAN PJS 2D/1, TAMAN MEDAN, 46000 PETALING JAYA, SELANGOR  
EMAIL ADDRESS : [erwanmartino2011@gmail.com](mailto:erwanmartino2011@gmail.com)  
STATUS : MARRIED WITH 2 KIDS

### **ACADEMIC RECORD**

2006 : SIJIL PELAJARAN MALAYSIA (SCIENCE STREAM)  
A1 – Additional Math, Pendidikan Islam  
B3 – Physics  
B4 – Chemistry  
C5 – Bahasa Melayu  
C6 – English, History, English for Science & Technology  
7D – Biology

2007 – 2009 : MULTIMEDIA COLLEGE EASTERN (DIPLOMA IN  
TECHNOLOGY – TELECOMMUNICATION ENGINEERING) CGPA 3.37  
COURSES INCLUDE:  
A - MATH ENGINEERING 1 & 2, ELECTRONIC  
ANALOG, DATA COMMUNICATION  
A- - ELECTRONIC DIGITAL  
A - ELECTRONIC ANALOG  
B - TELECOMMUNICATION INSTRUMENTATION

## **WORKING EXPERIENCE:**

- DEC 2009
- Starting working at TELEKOM MALAYSIA as Technical Assistant
  - Department Enterprise ( based on Kerteh, Terengganu)
  - Handle Enterprise Terengganu Project with Petronas, Slumberger
  - Product: VSAT, Leased line, ISDN and etc.
- JUNE 2011
- Department SOC ( Service Operation Centre) as Technical Assistant
- until
- Agent Call Centre for network TM
- SEPT 2015
- Product: Leased Line, IPLC( International Private Leased Circuit), Metro-E and etc,
  - Handle with big company such as Maxis, Celcom, Singtel and etc.
  - Create trouble ticket based on product and customer incidents.
  - Perform 1<sup>st</sup> level troubleshoot to find the root cause.
  - Escalate trouble ticket to 2<sup>nd</sup> level team.
  - Communicate with technical team for the update.
  - Technical troubleshoot at Data Centre.
  - Follow up the trouble ticket until closed.

## **SOFTWARE SKILLS:**

- Troubleshoot using Tellabs ( Leased Line)
- Troubleshoot using EMS ( Metro-E)
- Word & Excel

## **ADDITIONAL SKILL:**

- I am capable of doing any given task within the time frame proposed
- I am brave & vocal in the midst of an open crowd
- Have a passion to improve my skills and experience in life & work
- Able to sustain and continuously improve myself as well as the people around me
- Can work as a team with other people
- Willing to learn new skills & acquire new knowledge
- Dynamic team player