



MAHIRZAN B MUHAMAD

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PERSONAL PARTICULARS

- ✧ Date of Birth : 20th April 1994
- ✧ Marital Status : Single
- ✧ Nationality : Malaysia

EDUCATION BACKGROUND & QUALIFICATIONS

SECONDARY SCHOOL

Year	School	Qualification	Result
2007-2009	SAM Sultan Hisamuddin	PMR	7A 2B
2010-2011	MRSM Kuala Berang	SPM	5A 4B

FOUNDATION PROGRAM

Year	University	Course	CGPA
2012	Universiti Tenaga Nasional (UNITEN)	Foundation in Engineering	3.07

DEGREE PROGRAM

Year	University	Course	CGPA
2012 -2016	Universiti Tenaga Nasional (UNITEN)	Bachelor of Computer and Communication Engineering (Hons.)	2.88

WORK EXPERIENCE

SAPURA ACERGY SDN. BHD.

Year	Duration	Post	Responsibilities
Feb 2015 - May 2015	3 months	Practical trainee	Assisting technical support to troubleshoot, monitor, manage and support the hardware/software system used in the company. Task performed:

Feb 2015 - May 2015	3 months	Practical trainee	<ul style="list-style-type: none"> • Install, upgrade and troubleshoot Windows 7 and Microsoft Office 2013 and any other authorized desktop applications • Install, upgrade and troubleshoot for printers, computer hardware and any other authorized peripheral equipment • Performs remedial repairs and general preventative maintenance task on computers, laptops, printers and any other authorized peripheral equipment • Returns equipment/parts due to lease expiration to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts level
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Year	Post	Responsibilities
Dec 2016 - Present	IT Support Analyst	<p>Provides end user technical support services and hands on hardware/software support for employees in business environments:</p> <ul style="list-style-type: none"> • Configure, re-configure and re-purpose new or old laptops/workstations and set-up new laptops/workstations for new employees. • Provides virtual technical support via phones, email and remote desktop support application. • Install, upgrade and troubleshoot Windows 7, Windows 8, Windows 10 and Microsoft Office products and any other authorized software applications. • Participate in "Pace Project" basically hardware replacement project consists of laptops for employees to enhance the productivity. • Provides iOS support for employees using "company owned devices" and BYOD. • Creates, records and manages all the work order or request tickets created for user and company reference. Ensure incidents tickets are recorded and prioritized for resolution.

Dec 2016 - Present	IT Support Analyst	<ul style="list-style-type: none"> • Performs remedial repairs and general preventative maintenance task on laptops, workstations and any other authorized peripheral equipment. • Manages, updates and monitors company's asset in Asset Management via BMC Remedy. • Coordinates with selected vendors on supply and delivery of purchased items. • Reports to vendor any hardware issues and coordinates vendor's on-site technician.
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RELEVANT SKILLS

- ✧ Good communications skill in both English and Malay
- ✧ Meticulous attention to details
- ✧ Able to work under pressure
- ✧ Willing to work on shift
- ✧ Able to work using using C++, Java, MikroC, Proteus, Matlab and AutoCad software
- ✧ Able to use Microsoft Office software

INTEREST AND ACTIVITIES

- ✧ Student Representative Council of MRSM Kuala Berang
- ✧ Vice President of University Gamelan Team
- ✧ Participant at Pertandingan Gamelan Melayu Peringkat Kebangsaan 2015
- ✧ Participant at Ensemble Of Gamelan 2016
- ✧ Participant at Festival Gamelan UKM 2014
- ✧ High Committee of Foundation Program Community Service 2012
- ✧ Volunteer as tutor in SMK Kajang Utama 2012

REFERENCES

✧ Rahmat Daud
Supervisor
ExxonMobil Malaysia
+6019-3353759

✧ Norlailee Abd Satar
Team Lead
ExxonMobil Malaysia
+6019-2832783