

SHAHTIS KUMAR s/o MOORTHY

Contact Info

Address : No.24, Jalan 4/1G USJ 4, 47610 Subang Jaya, Selangor. Malaysia.

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Personal Particulars

Age : 38 years

Date of Birth : 01 Apr 1982

Gender : Male

Nationality : Malaysian

Marital Status : Single

IC No. : 820401-08-5679

Permanent Residence : No.24 USJ4 1/G, 47610 Subang Jaya. Selangor Darul Ehsan.

Educational Background

Year Obtain

SC SHA TECH

KL Advance Diploma in Assistant Computer Network

2002-2004

PTPL – Shah Alam

International Advance Diploma in Computer Studies

2001-2002

PTPL – Shah Alam

International Certificate in Computer Studies

2000-2001

Sekolah Menengah Subang Jaya SS14

1995-1999

SPM

Sekolah Rendah Kebangsaan Sri Subang Jaya SS14

1989-1994

UPSR

ProceSSIONAL Certification

CHFI V8 (Computer Hacking Forensics Investigator)

NOV 2016

TAGOF9 Foundation (The Open Group Architecture Framework)

DEC 2016

Cisco Certified Network Associate (CCNA)

2010

Language Preference

Written : English and Malay.

Spoken : English, Malay and Tamil.

Employment History

1. Company Name : Aisling (UOB)
Position Title : Infra Support Engineer
Position Type : Project Base - Contract
Date Joined : Nov 2020 – Present

Work Description:

- Freelance Infra Support Engineer for BASIS BAY MALAYSIA, supporting UOB Bank Malaysia Branch.
- LAN ID creation, Service ID creation and modification.
- Provide user access to printers, Share folder and servers.
- Implement and troubleshoot.
- Network Cabling, Crimping, Trucking & Patching.
- IT Documentation, log & reports.
- Inventory, license agreements with vendor.
- Support Various Software that customer used.
- Manage and configure Hardware base Firewall.
- Software and applications troubleshoot.
- Desktop and laptop setup, troubleshoot and imaging.
- Remote troubleshooting.
- RSA Soft-Token support
- SCCM Administrator, deploy Security patches and software to nodes.
- Deploying and monitoring enterprise application and operating system deployments
- McAfee End Point Security (Epo) Administration and troubleshoot.
- Prepare SCCM and McAfee Monthly report to manager.

Employment History

2. Company Name : Documation Sdn Bhd
Position Title : IT Administrator
Position Type : Contract
Date Joined : May 2019 – Present
Reason for looking
For new Opportunity : Looking for Permanent Position.

Work Description:

- Implement zero Risk Network
- Disk Imaging and configuring personal computers with Windows 10 OS, Windows Office and other agency standard software using Systems Center Configuration Manager.
- Installing and configuring PC hardware, software, accessories and Network printers.
- Manage and monitor security devices, including procedures for detecting, reporting and responding to computer security incidents.
- Perform security assessments of applications and infrastructure.
- Plan, define and maintain policies, standards, configuration and operating procedures and guidelines regarding security, identity and access. Define, manage and monitor data security,
- Executes system backup and disaster recovery procedures; monitors the operation of hardware and applications software on the LAN/WAN to ensure efficient and productive operation of the network.

- Assists in developing and recommending implementation strategy for applying the latest technology, including selection and implementation of hardware, software and network technologies solutions.
- Create and manage AD User ID/Service ID, AD groups and policy.
- Provide real-time monitoring, analytics and alerting on events of LAN/WAN.
- Manage VLAN, Port Security with Cisco Layer 2 Managed Switch.
- Manage Wireless Access point in HQ and Branch.
- Monitor current reports of computer viruses to determine when to update virus protection systems.
- Manage Server room, Network Cabling and crimping. Housekeeping. Server health Check.
- Manage and perform regular Security Patch on end point and server daily basis via Gravityzone Bitdefender End Point Security
- Manage and troubleshoot Fortinet firewall at HQ and Branch, create new policies upon client recruitment for secure connection (STFP), IP Whitelisting, content Filtering, Block and unblock websites upon management request.
- Manage and troubleshoot VPN related issue.
- Make Sure VPN Connection is secure from end to end.
- Implement and maintain all network and security platforms such as routers, switches and wireless access points.
- Provide Monthly Ad-Hoc report to manager.
- Work closely with external auditor.

Tools being used:

- | | |
|---|----------------------------------|
| -Spicework | - Windows Server 2016 |
| -OPSManger | - Windows server 2008 |
| -Nagios | - Nmap |
| -OpenVAS | - Motorola Wireless Access Point |
| -Gravityzone Bitdefender End Point Security | |
| -Belarc Advisor | |
| -Angry IP Scanner | |
| -Manage Engine | |
| -RedMine | |
| -Cisco (SG200 - Switch) | |
| - Fortinet (Firewall) | |

Employment History

3. Company Name : Basis Bay Malaysia
Position Title : On-site Support Engineer
Position Type : Freelance
Date Joined : July 2018 – May 2019

Work Description:

- Freelance on-side support for BASIS BAY MALAYSIA, supporting Aker Solution West Port & KL Branch.
- On-call Support 24/7.
- Setup and Maintain Domain Controller, windows 2012 Server.
- Lan ID creation, Service ID creation and modification.
- Provide user access to printers and servers.
- Windows 2003 Exchange server, SQL & File Server.
- Network, Domain, Child-Domain, DHP & DNS
- Implement and troubleshoot.
- Backup troubleshoots & configure.
- System Upgrade and roll-out
- Network Cabling, Crimping, Trucking & Patching.
- Various Switches and router implementation and troubleshoot (D-Link, TP-Link, Cisco, DELL, etc.)
- IT Documentation, log & report's.
- Inventory, license agreements with vendor.
- Support Varies Software that customer used.
- Manage and configure Hardware base Firewall.
- Software and applications troubleshoot.
- Desktop and laptop setup, troubleshoot and imaging.

Employment History

4. Company Name : Standard Chartered
Position Title : Senior IT Security Analysis / IAM
Position Type : Project Contract
Specialization : IT Security
Date Joined : August 2017 – 13th Jan 2018

Work Description:

- LAN ID creation, Modification and Deletion on (AD) Active Directory.
- Generic/Service ID creation, Modification and Deletion.
- Email and DL creation, Modification and Deletion.
- Share access folder creation, share access Management.
- (AD) Active Directory group creation, Modification, and Deletion.
- Iphone/ipad activation, (AD) Active Directory group management, push mail enabled and disabled (MDM) & Administrate access rights, across all IT services within the enterprise. It also includes the administration of Non-User Service accounts in conduction with the needs of System Administration.

- Creation/modification/deletion of various platform IDs accounts administration.
- Manage application Access
- Work on projects like Iphone, (AD) Active Directory groups and share access

Tools being used:

TPAM

Active Directory

SAP IDM

Blade Server terminal

VBA basic script

EDMZ server tools

ARS Active Directory tools

Remedy MDM – Mobile Iron RPT

Employment History

5. Company Name : AIG Global Malaysia
Position Title : Senior IT Security Analysis / IAM
Position Type : Permanent
Specialization : IT Security
Date Joined : November 2011 – August 2017

Work Description :

Manage Server Security Alert and treats.

- Any activity in server forest/Network include Change, server Decom, policy change, admin group add and revoke.
- Monitor alerts triggers which ticket will automaticity generate by SERVICENOW, email user for CHANGE and Request number, check the Detail match or not than close the ticket.
- If the Detail doesn't match, access have to be revoke immediately.
- Malware treats
- Manage Network alert include, router, switches and servers.

Work on Active Directory.

- Create LAN ID across multiple Domain with different Domain Rule across nation.
- Create Generic\Service ID in Domain Forest and LOCAL as well, manage the ID's.
- Clean up LOCAL and Domain IDs & Group 3 month once with CHANGE.
- Pull out Active Directory report upon request example: LOCAL Share report, Domain and LOCAL group report.
- Share folder creation, provide access upon request to user.
- AirWatch Group Add according to user locations
- Create H drive for user and Folder permission access request and generate Report to share owner. - RUN VBScript for H drive creation LOG daily on END OF DAY. If there is failure,
- Manual creation needs to be done completely before END OF SHIFT and hand over to US TEAM.
- Create and Delete BULK request of provisioning and de-provisioning use VBScript and run it with excel Macro file.
- Work on Windows Turnover EDMZ

- Weekend Serv1 issue standby 12 hours, if there is any issue. Logon remotely and solve the issue.
- Manage Privilege access request like Add user into Admin groups, RDP, Poweruser and into server local policies.
- Work on WINTEL INCIDENT.
- Work on EDMZ PAR Vault request (Server Audit tools)
- Create EMPLOYEE ID and associate with LAN ID base on their JOBSCOPE and manager request.
- Perform Change and work on change tickets
- Privilege ID and Server Vaulting in TPAM (Quest One Identity Solution)

REMOTE ACCESS SERVICES

- Create RAS ID via RADIUS (Manually) and Sailpoint application.
- Manage RAS soft-token and Hard-Token.
- Work on Incident for Remote Access issues.
- Create and manage RAS like, OWA, LEAP, VPHN, etc.

Privileged ID creation and management TPAM

- Vault Privileged ID
- Vault Servers
- Release password
- Proceed bulk server DECOM
- Prom and decom BULK servers via macro with TPAM
- Create and sync Collections to PRV IDs.
- Manage privileged group.
- Involved in TPAM BULK Server remediation

Manage Team

- Conduct Monthly Meeting
- Keep SLA Clean
- Work on Breach tickets
- Daily Ad-Hoc reports
- Participate on process change web-conference
- Weekly On-call standby
- Create and update KB.
- Keep track on daily team member closure tickets

Incidents

- Work on Serv1 Escalations
- Work on any Incidents that assign from Queue
- Work on Breach tickets
- Timely run ticket reports and manage the Queue
- Mainly work on MDM-Iphone, File Share, AD groups, AD DL, Outlook, RDP (Remote),DLP, Server Vaulting, Patch updates, Login Issue, Password Issue, Privilege access issues, RSA, Radius, OWA Issues.

On-Call Support on weekends 24/7

Tools being used:

NOVEL imanager
NOVEL IDM-IAM
TPAM – Dell Privileged Access Management
SAP IDM
VBA basic script
Basic PowerShell
Quest One Active Roll-DELL
AirWatch
Splunk
Sailpoint
Radius for RAS creation
RSA Token Console
RSA Envision
Active Directory
Blade Server terminal
VBS basic script
Password Lock-Out tools
ACHER – Server Alert Tools
EDMZ server tools
RT-Server Turnover Tools
ARS Active Directory tools
Remedy
ServiceNow
Archery

Employment History

6. Company Name	: Mahendra Saytam
Project	: YTL YES 4G
Project Position Title	: NOC Level 1.5
Position Type	: Contract
Specialization	: Network
Industry	: IT Service Provider
Date Joined	: April 2010 – November 2011

Work Description :

- Monitor RAS and RAS receiver link connection for YES 4G broadband. If any connection down needs to ping via putty and pull back the connection.
- Escalate issues via remedy to L2 or L3.
- Follow up on the escalated issue and update in remedy parent ticket.
- Raise ticket if need to TYL Site support to troubleshoot physically.
- Monitor Cisco device via Web base.

Tool used : AceWMS , CareMap and Remedy 7, Putty.

Employment History

7. Company Name : CSC
Project : RIO TINTO (Australia) & BHP
Position Title : WINTEL ENGINEER
Position Type : Contract
Specialization : Server (AD)
Industry : IT Solution Provider
Date Joined : May 2008 – April 2010

Work Description :

- Create Network account to user and (AD) Active Directory account modification.
- Create, troubleshoot and move email on Exchange Email Server (AD) Active Directory Migration
- Project (Microsoft ADMT) Work on escalations and Serv1 issues.
- On-call support on weekends.
- Create and Link SAP ID to Network Account and Folder access.
- Perform user administration, role creation and account modifications of SAP BASIS and SAP FICO. Add and remove security group in network account as per request.
- Working on Windows 2003, Exchange server 5.5 and Exchange server 2003.
- BlackBerry Request - Create account, delete user, reset password, Add user to BES AD group.

Tool used: AD, Exchange 5.5, SAP-BASIS, Citrix , Blackberry Manager, Microsoft ADMT, Remedy, OVSD, Servu)

Employment History

8. Company Name : EZ IT Solution
Position Title : Network Engineer
Position Type : Permanent
Specialization : Server, Desktop, networking & Designing
Industry : IT Solution Provider
Date Joined : Nov 2005 – March 2008

Work Description :

- Support Client On-Side, On-call & Remote.
- Setup and Maintain Domain Controller, windows 2003 Backup Server, Windows 2003 Exchange server, SQL & File Server.
- Network, Domain, Child-Domain, DHCP & DNS
- Implement and troubleshoot.
- NT tape Backup troubleshoots & Configure.
- Network Cabling, Crimping, Trucking & Patching IT Documentation, log & report's.
- Support Various Software that customer used.
- Setup Hardware base Firewall, Linux Base Firewall IT inventory Documentation, Software Licensing and managing Internet Installation, setup and troubleshoot.
- Aliased with vendors AutoCAD & MS Visio Troubleshoot & print.
- Network Design, implementation and troubleshoot.
- Router and switch configuration, (Cisco, Juniper, TP-Link, Asus, Netgear

Tools being used:

Active Directory
Password Lock-Out tools
Solarwinds – server health monitor
Angry IP Scanner
Nagios
AutoCAD
Dyndns
MS Visio

Employment History

9. Company Name : Streamyx
Position Title : Technical support(help desk)
Position Type : Contract
Industry : Call Center/IT-enabled Services
Date Joined : April 2004 - Sept 2005

Work Description :

- Help desk - customer support.
- Assist streamyx customer whom facing issues with Internet Connection.
- To access internet Launch report and assign to technician Team.
- Assist Additional Technical Support For customer when needed.
- Follow-up on escalated issue and update in the ticket.
- Keep SLA on track.

Others IT Skills:

MS Office (Word, Excel, Power Point, Access)
Graphic Designing (Photoshop, Illustrator, Acdsee)
Photography.
IT Inventory Documentations.
Hardware implement and Troubleshoot
IT Internal Audit

Strength

Dynamic team player
Sense of responsibility
Creative and resourceful
Extensive and helpful
Hard working and won't give up easily

Reference

Name : June Tang
Telephone No : 016 201 8881 / 017 272 5931
Position : Team Lead/SecOps Manager
Company : AIG Global Services