

Nabil Basil

Kuala Lumpur
+60133772741 n4basil@gmail.com

n4basil.com

PROFESSIONAL SUMMARY

Experienced as an **IT Professional** with over **5** years of experience in **IT Infrastructure**. Consistently responds to a wide range of technical challenges with a focused and creative approach. Highly effective at problem-solving and decision-making.

SKILLS

- Wide Area Network (WAN)
- Software and Hardware Management
- Network Security
- Infrastructure Change
- SQL
- Infrastructure Components - CCTV, Door Access System, and Network
- Front-End Programming: HTML5, CSS3, AJAX
- Front-End Skills: HTML, CSS
- Team Support

WORK HISTORY

INFORMATION TECHNOLOGY SYSTEM SPECIALIST | 06/2021 to Current

Lalamove - Petaling Jaya - Selangor, Malaysia

Responsibilities

- Lead IT operations for Klang Valley, Penang, Johor Bahru, and Malacca.
- Plan and budget IT Budget for Malaysia Market as it related to end-user-workplace technology requirements
- Monitors networks and network devices to resolve technical problems quickly.
- Work with IT security & privacy processes for compliance with company regulations
- Assisted in development of long-term strategies to grow department and resources.

Achievements

- Designed and built IT infrastructure of Lalamove Office in Malaysia region.
- Set up network infrastructure of Lalamove Office at Plaza33 building.

IT EXECUTIVE - CONTRACT | 07/2020 to 06/2021

Malaysian Timber Council - Kuala Lumpur, Malaysia

Responsibilities

- Worked closely with vendors on MTC's needs and infrastructure.
- Optimized, updated, and maintained MTC's website (mtc.com.my).
- Deployed endpoints antivirus by Sophos on staffs' company assets.
- Monitored network for any abnormalities.

Achievements

- Upgraded Office WiFi infrastructure with Engenius with their WiFi6 Access Points.
- Set up and built Digital Asset Management - Fotoware for archiving digital assets

SYSTEM ANALYST II | 02/2019 to 02/2020

Retail Business Services - Chicago, IL, United States

Responsibilities

- Managed Active Directory on Windows Servers.
- Used Microsoft System Center Configuration Manager to set up staffs' laptops efficiently and effectively.
- Attended to staffs' IT issues.
- Trained new hires on company IT's policies.

Achievements

- The most completed IT tickets every month.
- Helped in deploying Jamf on 200 MacOS machines.

IT SUPPORT AND SYSTEM ADMIN | 05/2017 to 12/2018

WaterSaver Faucet - Chicago, IL, Malaysia

Responsibilities

- Resolved staffs' IT issues via spiceworks ticketing system.
- Managed and ensured backups for servers and critical workstations are done daily via Acronis Software.
- Created IT documentation on how to solve IT issues.
- Managed multiple tasks from manager while remaining approachable to office staff.
- Ensured the company IT infrastructure is running smooth without any issues.

IT SUPPORT | 05/2017 to 12/2018

Guardian Equipment (Sister Company of WaterSaver Faucet Co.) - Chicago, IL, United States

Same responsibilities as Watersaver Faucet Co.

EDUCATION

DePaul University - Chicago, IL, United States | Bachelor of Science

Information Systems, 06/2016