

Noor Azwan Bin Adnan

Permanent Address

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PERSONAL DETAILS

Date of Birth	: 02 February 1990	Marital Status	: Married
I/C Number	: 900202-14-6539	Nationality	: Malaysian
Age	: 33	Religion	: Islam

EDUCATIONS BACKGROUND

July 2008 – Dec 2010

Multimedia College (MCSB) [TM]

- Candidate for Diploma in Management with Multimedia. Specializing in Human Resources, Management and Marketing with Multimedia.
- Do a project based on Management value and Multimedia added.
- Completed the course final year project with Practical and final Presentation, by personal.
- Current CGPA of 2.95/4.00

Jan 2006 – Dec 2007

SEKOLAH MENENGAH TEKNIK GOMBAK, GOMBAK

- Obtained Sijil Pelajaran Malaysia (SPM) in 2007.
- Committee to school and hostel activity.

EXPERIENCES

January 2008 – July 2008 Part-time Workers.

- The Store Sdn Bhd. , Cheras
 - Promoter.
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April 2010 – Oct 2010 Proton EON Service Sdn. Bhd. Trainee (Industrial Training – MCSB)

- Position : Service Advisor
 - Assigned to Management, Marketing and Warehouse.
 - Exposed with performing Statistical Process Control, Troubleshoot.
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Dec 2010 – July 2011 WESTERN DIGITAL (M) Sdn Bhd. Planner

- Assigned as Planner (Material Controller).
 - Exposed with inventory BOS & EOS management to identify material condition with correct quantity.
 - Assist to crunch ORACLE and make shipping by product.
 - Daily routine to ensure standardization among same process/system within related manufacturing, planning, and production sites.
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December 2012 – May 2016 PETRONAS ICT, (PETRONAS) Assistant System Support Engineer (SD)

- Be the first point of contact for clients seeking for support on ICT services
- Provide 1st and 2nd level ICT Service Desk support
- Involved in DR activity & Reimagine Wireless PET ICT Project
- Make initial assessment of incidents, diagnose and resolve basic incidents
- To resolve incidents on first call resolution.
- To resolve incidents within agreed service level.
- Take ownership of the incidents and resolved in accordance with service level agreement and escalate where necessary to the appropriate team based on established guidelines & procedures
- To follow up on resolution and inform client on status
- Execute effective resolutions of risk, issues, problems, incidents for the department
- Liaise with other team members of the Service Desk and internal Service Provider to consistently deliver high quality service and continuously strive for performance improvement.
- Assist to implement an effective knowledge database and ensures validity of contents
- Assist on ICT Email handling – average 100 email per day

May 2016 – Nov 2018

KONICA MINOLTA BUSINESS SOLUTION (M)
IT Helpdesk Executive

- Attached at AIG Malaysia Menara World Wide to support ITs related issue such as:-
 - ✓ Resetting user's application password – in house applications
 - ✓ IDs creation
 - ✓ Perform 1st troubleshoot for user's IT related issue
 - ✓ Engaged with next level support team via email, Lync or company back-end ticketing system
- Run reporting for BOS and EOS every day and month end, for example:-
 - ✓ Check on daily follow up issue (BOS & EOS)
 - ✓ Performing follow up using company back-end ticketing system
 - ✓ Check on SLA for end-of-month reporting
- Involved in DR activity
- Involved on Agent 365 project as 1st level support for Help Desk
- Assist user and agent for Insurance software installation at Web for Agent 365 – using iPhone & Android
- Answer and process client calls, Walk-in and emails on all IT related Service Request, such as:-
 - ✓ Process on user's claim IDs creation
 - ✓ deletion, amendment for user and also agent (customer)
 - ✓ Follow up cases
- Monitoring Incident and Service Request for IT department
 - ✓ To check either engineer meeting up the SLA using company back-end ticketing system
 - ✓ Practicing follow up reminder email as 1st, 2nd, and 3rd shall the final closing note for all cases
 - ✓ Perform all cases with ITIL's practicing
- Responsible to standby during non-office hour / weekend / project based
- To resolve incidents within agreed SLA
- Perform stock inventory checking (IT related)
- Email handling – average 100 email per day.
- Call handling – average 50 calls per day
- Walk-in – average 10-15 walk-in per day

IT Helpdesk Team Leader (TL) – Promoted

- Monitoring and guide task for Helpdesk & IT Engineer staff, such as:-
 - ✓ Training new staff / existing to maximize the potential of existing technology – Helpdesk / Service Desk / Resident Engineer
 - ✓ Managing daily operation for IT department
 - ✓ Monitoring staff's performance
 - ✓ Update knowledge for Helpdesk / IT Engineer Tasks
 - ✓ Be the first person for HD / IT Engineer to get advice for fast escalation on user's request (sev4 / sev3)
 - ✓ Provide Priority support to any VIP & VVIP request tickets
 - ✓ Provide Support for Disaster Recovery (DR) Test
 - ✓ Performing Business Continuity Planning (BCP) Support
 - ✓ Standby to any ad-hoc task from the higher management in weekend / public holiday
- Monitoring to IT health check , connectivity and performance
- Performing for EPO's (McAfee) health check , monitoring and weekend / month-end meeting
- Monitoring the reporting for BOS and EOS every day and month end, for example:-
 - ✓ Monitoring on daily follow up ticketing & issue (BOS & EOS)
 - ✓ Monitoring on SLA for end-of-month reporting
 - ✓ McAfee Console System Inventory Reporting
- Performing tasks on Image / Configure and Re-configure device / desktop / laptop
- Engaged with 3rd level support team to assist users with INC / REQ or CHG REQ tickets
- Responsible on the Printer / Printing (Konica Minolta) issue:-
 - ✓ Configure new printer
 - ✓ Re-configure existing printer
 - ✓ Perform troubleshooting
 - ✓ Perform installations & re-configurations on user's machines via walk-in or remote session
- Assist to handle UAT Testing Environment for Insurance Application
- Assist to handle De Tariff UAT Environment Test for Insurance Application
 - ✓ Performing testing on UAT Environment using health check
- Involve with UAT of Business Analyst related
- Perform stock inventory checking (IT related)
 - ✓ Check on user's return units
- Involved on Agent 365 project as 1st & 2nd level support
- Responsible to standby during non-office hour / weekend / project based

Nov 2018 – May 2019

NEC Singapore Pte. Ltd.
IT Service Desk Engineer

- Attached at Iskandar Office, Johor to support ITs related issue such as:-
 - ✓ Resetting user's application password – in house applications
 - ✓ IDs creation
 - ✓ Perform 1st troubleshoot for user's IT related issue
 - ✓ Engaged with next level support team via email, WhatsApp or company back-end ticketing system
- To assign or verify severity assignments and incident descriptions
- Creating ticket for any issue within 4minutes (for calls) - 30 minutes (for email)
- Answer and process client calls, and emails on all IT related Service Request, such as:-
 - ✓ Process on user's claim IDs creation
 - ✓ deletion, amendment for user and also agent (customer)
 - ✓ Follow up cases
- Monitoring Incident and Service Request for IT department
 - ✓ To check either engineer meeting up the SLA using company back-end ticketing system
 - ✓ Practicing follow up reminder email as 1st, 2nd, and 3rd shall the final closing note for all cases
 - ✓ Perform all cases with ITIL's practicing
- Responsible to standby during non-office hour / weekend / project based
- To resolve incidents within agreed SLA
- Email handling – average 80-90+ email per day.
- Call handling – average 100+ calls per day

June 2019 – April 2021

GSK TECHNOLOGY (MALAYSIA) SDN BHD
SAP Provisioning & Accessing (Specialist)

- Process access requests submitted via online form and SAP based line
- Respond to queries either in person or over the soft-phone
- Daily follow up on the open requests
- Provide data manipulation and technical skills to aid complex issue resolution
- Respond to email messages for users seeking help
- Ask questions and engage with users to determine nature of access issue
- Walk users through problem-solving process
- Follow up with users to ensure issue has been resolved
- Escalate advance requests to higher levels of support
- Provide support for APAC / LATAM / North / South region user
- Review SAP process for user role from scratch until go-live
- Stay up to date with regular changes

May 2021 – Current

EVONIK MALAYSIA SDN BHD

IT Application (Expert) – SAP (MM)

- Qualifies and assists with Incidents, Service Request, Support Request, Change Request submitted by end users making sure that all of the information needed to work on the incidents is included in the tickets. Follows-up with end users to supply missing information. Confirms and updates the short and long descriptions, priority (impact and urgency) and classification of incidents for proper routing and reporting
- Handling Change Request and performing SAP Service Request that related from MM module that been assign
- Performing health check for SAP FICO and BW
- Cross checking related issue come from ABAP error using SAP practices
- Working closely with Basis Team for any issue related to SAP Gui
- Assist user as a focal person for any issue related to ARIBA, Fiori
- Assists for non-SAP application as well as ECPW – integrated to SAP SD, DeMns, Virtual Desktop
- Provides resolutions to SAP related incidents where possible according to module that been assign, drawing upon own personal knowledge of best practice solutions and knowledge article database, which contains solutions to known issues.
- Proactively follows-up on alerts from SAP Solution Manager Business Process Monitoring in order to minimize the impact of service outages.
- Provide data manipulation and technical skills to aid complex issue resolution
- Provide support for several region user
- Review SAP process for user role from scratch until go-live
- Stay up to date with regular changes

Shift Team Leader (SAP) – Promoted

- Involve in Team Management
 - Report monitoring, including tickets SLA and daily ticket disptach
 - To ensure team attendance is in timely manner
 - To ensure ticket SLA, including Serv Req, Support Req, Change Req, Incident and Authorization Req been assist accordingly
 - Handle with the accelerate ticket, email and chat
 - Handle complaint ticket, email and chat
 - Involve with Knowledge Article / Knowledge Base creation
 - Performing Long-Run reporting
 - Involve with new joiner, existing team members training as a trainer
 - Involve with on-going project for example, merging of IT department
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TECHNICAL / SOFTWARE / APPLICATION AND COMPUTER SKILLS

- Configure & Re-configure device / laptop / desktop
- Remedy Tools
- McAfee
- SCCM
- Microsoft Office
- SAP Gui
- ERP
- SMAX ticketing system
- SOLMAN ticketing system
- Active Directory Users and Computers (ADUC)
- CISCO IP Phone / AVAYA IP Phone
- Pulse Secure
- RSA Token
- Enterprise Vault (EV Client) – cloud application that allow users to connect to company system
- EVA Any connect – same function as EV Client
- SkyDrive – cloud for users to save file / document via web base
- Helpdesk Passman
- MyGeniie Service Desk
- Service Now System Access
- Transact (SME) interface system
- Flas Insurance System
- MyAIG Insurance System

LANGUAGE

- | | |
|-------------------|--------|
| • Bahasa Malaysia | Fluent |
| • English | Fair |

REFERENCES

Adegoke Adepoju [Goke] (Global ERP Team Lead for GSK)
+60128127029

Mr. Fazrin Zakaria (IT Exec AIG & Konica Malaysia)
+60122696316

Mr. Ronald Tee (IT Manager AIG & Konica Malaysia)
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Mr. Suhaimi Samiaan (WD Manager)
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Mr. Mohd Zulfadhli (IT Team Lead PETRONAS ICT)
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Mira Maulud (Evonik SAP BPS Manager)
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