



SITI FARAH BINTI MUSTAFA

28 Years Old

017-5716909

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Residensi Prima Alam Damai, Persiaran Bistari, 56000, Kuala Lumpur

WORK EXPERIENCES

OPERATION EXECUTIVE OPC BUSINESS SUPPORT SDN BHD APRIL 2020 - DECEMBER 2020

- Responsible to assist and manage daily accounting and administration tasks.
- Handle commissions activities and report ; ie Management Report and Sales Report
- Coordinate operations activities and to secure efficiency and compliance to company policies and SOPs.
- Ensure proper maintenance of records with appropriate supporting documentation and filling in systematic and timely manner.
- Facilitate the system and operations processes.
- Facilitate general operations administration support.
- Other related duties and ad-hoc tasks as assigned.

SYSTEM ANALYST KENANGA INVESTMENT BANK BERHAD JANUARY 2020 - MARCH 2020 (CONTRACT BASIS)

- Perform daily backup and restore process using EMC Networker
- Perform server hardening and set up dual control password for all critical and non-critical server
- Monitor daily checks for all critical & non-critical server using CheckMK and OpManager ie:
 - 1.Memory usage
 - 2.CPU / Disk Utilization
 - 3. Filesystem usage
- Perform server patching using WSUS Offline
- Monitor and resolve tickets raised by user via Manage Engine and iLeap ticketing system ie: (User id lockout, disable, network issue, or server performance)
- Troubleshoot user issue by phone, remotely or onsite
- Set up user account, permission , password and assign license for user in 0365 Portal.
- Released SPAM and Quarantine Email in 0365 Portal
- Grant read, write, full control access and create new share folder based on user request
- Application familiar with :
 - 1.Vmware Vsphere Client
 - 2.Sophos Antivirus
 - 3.CheckMK Monitoring Tool
 - 4.OpsManager Monitoring Tool
 - 5.Manage Engine Ticketing System
 - 6. iLeap Ticketing System

**SYSTEM ADMINISTRATOR
TUNGSTEN NETWORK
FEBRUARY 2018 - JANUARY 2020**

- Monitor and resolve tickets via Kayako and Service Cloud Ticketing System
- Set up user account, permission , password and assign license for user in 0365 Portal.
- Execute starter leaver role change script processing via Powershell Scripting
- Perform remote session via SCCM, GoToAssist ,Skype and Microsoft Team to troubleshoot user's issue
- Deploy Operating system (Windows 7/Windows 10) for newly arrived laptops.
- Install application needed based on user's role and department ie: (Studio, Active Perl, Notepad ++, XML Marker, DZsoft SQL Developer, Core FTP, Filezilla , Winscp)
- Set up and assign Shoretel and New Voice Media phone number
- Perform daily checks for London site which include: Network , Website , Disk and Server Health Check
- Generate PowerShell scripting to automate tasks such as acquiring members of distribution list and adding multiple users into distribution group
- Block phishing email and whitelist email outside from organization
- Monitor CYLANCE Antivirus in users laptop

**ASSOCIATE CUSTOMER SUPPORT
DXC TECHNOLOGY
APRIL 2016 - FEBRUARY 2018**

- Log, validate and diagnose user's issues from NA and EMEA regions via phone, email and chat
- Provide a solution to users through information gathering, troubleshooting and remote into user's machine via Bomgar Remote Support or Skype
- Process password reset and unlock user's account in Active Directory, SAP , Oracle and other applications
- Process incoming and outgoing email in accordance with establish service level agreements
- Route or escalate the call to the appropriate resolution team.
- Log an incident ticket and service request using ServiceNow and BMC Remedy Ticketing Tools.

INTERNSHIP

**IT DEPARTMENT KEDAH REGIONAL
DEVELOPMENT AUTHORITY
SEPTEMBER 2015 - DECEMBER 2015**

- Setup staff's email using the new portal 1Govuc (Government Unified Communication)
- Fix technical issues and do desktop maintenance.

EDUCATION BACKGROUND

**University Technology of Mara, Kedah
(2012 – 2015)**

**Bachelor of Computer Science (Hons)
Netcentric Computing
CGPA: 3.28**

Major Courses :

- Database Management System
- Object Oriented Programming
- Netcentric Fundamentals
- Fundamentals of Artificial Intelligence
- Information & Network Security
- Advanced Netcentric
- XML Programming
- Web Engineering
- Wireless and Mobile Computing

CERTIFICATION

- ITIL Foundations Certificate
- 2016 - No Expiry Date

OTHERS

- Availability: Able to start immediately
- Expected Salary : Negotiable
- References : Available upon request