CURRICULUM VITAE

Resume Summary

Name	: MOHAMAD FAIZAL BIN MUSTAPA
Date of Birth	: 14 April 1984
Age	: 38 Years old
Nationality	: Malaysian
Religion	: Islam
Marital Status	: Married
Phone No.	: 0132887619
Address	: No 66, Jalan Suasana 5/3 Bandar Tun Hussein Onn, Cheras Selangor.
Email	: pejal1404@gmail.com
Current Position	: Unit Manager- System Support in Islamic Banking & Finance Institute of Malaysia (2013 – Mac 2020)
Current Specialization	: Information Technology
Highest Education	: Degree in Information Technology
Years of Experiences	: 15

Employment History

IT Freelance
Mac 2020 – October 2022

- Planned, set up, and maintained computer system applications and networks for various companies
- Provide service as Consultant for some project IT Infrastructure and penetration testing.
- Provide helpdesk support and technical training on hardware and software to end-users.
- Provide consultation to the company for IT security procedures and developed mitigation plans

Islamic Banking & Finance Institute of Malaysia (IBFIM)
Unit Manager – System Support, Mac 2013 – Mac 2020

- Managing and monitoring company's IT requirement including budget and key activities
- Identify high impact IT projects for the company and responsible in guiding Project Managers to manage the project from initiation until closure.
- Develop and finalize reports and documentations for the purpose of monitoring IT operational activities and special projects in terms of the progress, deliverables, quality and potential risk for the Management perusal

- Presenting reports and proposals in internal and external meetings
- Develop and maintaining IT Blueprint of the company
- Provide risk assessment and develop the IT risk plan
- Assisting other units by providing consultancy on IT related matters
- Responsible as Project Manager for Integrated Learning Management System (ILMS) project amounting RM2.7 million
- Manage and troubleshooting Microsoft 365 for 100 user
- Troubleshooting and rectify the problem with PC, LAN, WAN, Firewall, Active Directory VPN and internet
- Managing projects funding requirement and procurement processes
- Maintain and troubleshooting Windows 2003 and 2008 server and Microsoft Exchange
- Ensure the IT systems, software license and infrastructure is inline with Group standards and comply the security policy
- Responsible for local IT vendor, contract and outsourcing management
- Planning, developing and implementing the ICT budget, obtaining competitive prices from suppliers, to ensure cost effectiveness

RB International Sdn Bhd
IT Manager – Information Technology, Mac 2012 – Mac 2013

- Manage SOP, Inventory IT assets license hardware, software and vendor contracts.
- Provides strategic, budgeting and disaster recovery/business continuity planning to offices and staff in multiple operating, business and functional units
- Implementing and managing security or integrity and backup procedures
- Supervised and oversee day-to-day operations of IT Division consist of Senior IT Executive and IT Executive
- Establish IT policies regarding operational procedures and ensure compliance

Atlas Copco Malaysia
IT Support Engineer, June 2010 – Mac 2012

- Server Refreshment Project : Purchasing of new Servers for Malaysia site which will be used for Global Active Directory Migration Project and File Server Migration Project
- Deploy the Global Active Directory Migration Project for Malaysia site
- Deploying of new APAC Check Point VPN tokens for all mobile users.
- Troubleshooting server Lotus Domino, Citrix ,Scala , Altiris ,Active Directory, VMWare, Windows 2000 and 2003 server.
- Deliver Global Service Desk, Local Support & Global User Access Service Level Agreement and KPI.

FCS Computer System

IT Engineer, May 2009 – June 2010

- Troubleshooting communication hardware,software andprotocols such as pabx,cdr.
- Troubleshooter and first line support for internal and external customer
- Going onsite to rectify and troubleshooting FCS product such as Winsuite,Winvoice,onesuite,FCS Connect and FCS E-connect.
- Troubleshooting I-Services AVAYA and I-Services CISCO
- Managed project for pre-opening Call Billing System Capri Fraser Hotel KL

DE PALMA Hotel Ampang

IT Executive -, Jan 2008 – May 2009

- Server maintenance and troubleshooting(windows 2000 and 2003 server)
- Wifi troubleshooting,pc/laptop troubleshooting and software Installation and maintenance
- Maintain and troubleshooting the system hotel visual one(HIS System) for Front office and back office, Point of Sales system for Coffee house/banquet departments.
- Troubleshooting and maintain OPERA PMS System -Software Installation and Maintenance
- Maintaining the surveillance system (CCTV)
- Maintain and troubleshooting Micros POS System

Academic Background

Institution   **Completed**

Universiti Industri Selangor   2008
Degree Information Technology
Grade: 2.91

Sekolah Menengah Sultan Sulaiman   2003
 SPM

Skills and Languages:

Skills	Level	
PC Troubleshoot (Software and Hardware Maintenance)	Advance	
Networking Infrastructure	Intermediate	
Lotus Notes Application	Intermediate	
Project Management	Intermediate	

Language	Spoken	Written
Bahasa Malaysia	Excellent	Excellent
English	Good	Excellent

Availability: Immediately

References

Dr. Razli Ramli Senior Lecturer
Azman Hashim International Business School UTM
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