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Objectives

Seeking for a progressive position that can provide opportunity to contribute my ideas, experience, capability and expertise in Information Technology as well to obtain an IT technical and management position within the dynamic company.

Education

Bachelor Degree in Information Technology (Information Systems), UNITEN (2018)

- Programming Language (C, Java, HTML, MySQL)
- Data Communications, E-Business, Technology Entrepreneurship, IOT Application

Masters in Information Security , University Putra Malaysia (Currently Pursuing)

- Penetration testing, SQL Injection, Database Security, Port Scanning, Password Cracking
- Inject Payloads, Vulnerability Scanning, KALI LINUX, Network Security.

Experience In Cyber Security

- Generating reports on computer system security vulnerabilities ethically
- Thoroughly check and verify a tool and identify the functionality of the tool (Burp Suite) which contains the :
 - background
 - strength
 - weakness
 - how it works
 - options
 - limitations of the tool

- 1) Perform computer penetration and intrusion testing.
 - Utilize all passive scanning methods to check on a website using
 - Archive.org
 - netcraft.com
 - port scan the sites using SuperScan
 - Run the domain through Maltego
 - Run Wireshark on PC while opening the websites given or chosen to check on the packets.
- 2) Using SET to create a phishing campaign.
 - Creating a dummy mail for testing purposes
 - Perform Mass Mailer Attack.
- 3) Using Social Engineering Toolkit in Kali Linux
 - Website Cloning
 - Log in with credentials to monitor the activity once the victim to perform his / her login activity
- 4) Using Shellter to package Netcat for delivery to a system in order to open the backdoor access
- 5) Using FTK (Forensic Tool Kit) to scan hard drives , identify image and file types

Work Experience.

Senior System Analyst Unix/Wintel (January 2020 - Present)

OCBC BANK

► Role & Responsibilities

- Work closely with Team Lead and Level 2 Unix/Linux & Wintel Support Team.
- Assist Team Lead and Level 2 Unix/Linux & Wintel Support Team on server operation support.
- Handle technical escalation and follow up with Team Lead and Level 2 Unix/Linux & Wintel Support Team on the support issue.
- Perform 2nd level escalation support.
- Act as a backup engineer on backfill purpose for team members on leaves, e.g. sick leave, emergency leave etc.
- Provide consistent reporting on server capacity management when requested.
- Perform root cause analysis and troubleshooting server issues, OS configuration, hardware and repair system software.

- Perform OS installations, net backup, incidents, data analysis, security, performance, and standards compliance issue.
- Liaise and escort branches employee or external vendors on implementation and technical issues.
- Assist Team Lead to manage related technical activities.
- Assist in the creation of documentation in production and non-production environment.
- Monitor and report the company's storage capacity.
- Manage, contact and resolve cases as per company internal case logging system.
- Assist with the company audit activities.
- Perform ESXI Upgrade Activiti – VMware and troubleshooting server issues.

IT Support Engineer, HIS (February 2019 - 2020)

SD Global Technologies

- Acting team leader, manage a team with 8 members, assign tasks on solving system related issues, monitor on their timesheet and attendance, allocate substitute members whenever reporting members are not available.
- Work in on-call rotation shifts in 24x7
- Troubleshoot system issues.
- Provide application support for application used in hospitals.
- Observe and check on the system performance
- Work closely with users to understand their needs & issues
- Generate SAP Crystal Report
- Manage major incident problem to achieve performance objective
- Manage major incident, driving and coordinating resolution, escalation and coordinating all incident support activities.
- Share knowledge and provide KT among team members based on the major incident and problem management process.
- Ensures major incident records are correctly documented (before and after the incident and documenting the queries used so that it can be a reference when same issue occurs again.)
- Perform Problem investigation, problem identification, root cause analysis, development & implementation.
- Responsible for monitoring problem management database and follow up with assigned person to ensure the issue get resolved.
- Work with Manager to identify ways to reduce commonly occurring issues.
- Generate Daily & Weekly reports on total issues reported by clients
- Update issue logs and identify root cause for system errors
- Check, update & modify data from backend to solve issues
- Testing system functionality in UAT
- Log Issues which has been raised by client
- Identify bugs from both UAT and Production links
- Update Daily issues logs and application usage by getting the counts
- Perform system health check on weekly & monthly basis.
- Check system progress and transaction using Mirth Application to identify errors and missing messages
- Check for server connection using Cyber Ark
- Sort and document server list for Wintel & Unix Servers
- Run Scripts to lock & deactivate those unused ID.

Customer Support Executive, Level 1 IT Support (July 2018 – January 2019)

IBM, Cyberjaya (TELSTRA Australia)

- Activation & Deactivation of telecommunication network based on ticket raised
- Work on Priority for Medical customers on network activation
- Troubleshoot connection issues and inform customers the root cause
- Verification with CEVA Logistics on delivery day, time & duration of the Interim Phone to Customer's Location
- Escalate critical issues to Level 2.
- Communicate among countries (Australia, India & Philippines) to gather information before proceeding with further actions

Intern (March 2017 – May 2017)

Kelab Darul Ehsan

- Installing software, (Microsoft Office & Anti viruses)
- Installing hardware (Monitors and CPU)
- Troubleshooting networks. (LAN cable connections)
- Crimping RJ45 to UTP Cable.

Part-time Customer Service Agent (February 2015 – July 2016)

McDonalds Delivery Services

- Answer calls from customer whom would like to place order for delivery
- Verify customer's location, place orders and assign their orders to the nearest outlet according to their location
- Provide the order details to customer.
- Report problems and complaints from customer

Skills

- MySQL.
- DBeaver Postgress SQL.
- MongoDB
- Java (basic)
- Kali Linux
- Linux/Unix

- ▶ VMware
- ▶ Windows OS
- ▶ SAP Crystal Report
- ▶ WinSCP
- ▶ Microsoft PowerPoint,
- ▶ Microsoft Word,
- ▶ Microsoft Excel
- ▶ Software Installation, System Configuration, Password Reset.

Summary

Experienced System Engineer with vast IT experience and Skills include computer hardware, system, & infrastructure support, solving system related issues reported, analytical thinking and creative problem solving. Able to apply customer service concepts to IT to improve user experience for clients, employees.

Reference

- ▶ Sanjeev Kumar, Team Leader(IBM) – 016-2083105
- ▶ Rishi – Manager (IBM) – 016-6316021
- ▶ Rushab – Team leader (SD GLOBAL TECHNOLOGIES)
- ▶ Ilango – Manager (SD GLOBAL TECHNOLOGIES)
- ▶ Ryan – Team Leader (OCBC BANK) 016-3728845
- ▶ Jeffrey – Team Leader (OCBC BANK) 011-11586415





