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## • Skills

- Troubleshooting and resolution  
 Very Good
- Server maintenance  
 Very Good
- Support system management  
 Very Good
- Technical fault tracking  
 Very Good
- Storage Array Management  
 Good
- Network Engineering  
 Good
- Application support  
 Excellent
- Desktop support  
 Excellent
- IT Infrastructure Planning  
 Good

## • Software

- Microsoft Office  
 Very Good
- Microsoft Active Directory  
 Good
- Veeam Backup and Replication  
 Good
- VMWare vSphere  




# Muhammad Muhsin Baharuddin

MIS Assistant Manager | Technical  
Manager

Diversely skilled Technical IT Professional with 10 years of experience helping businesses maintain smooth operations and optimal workflow. Driven to enhance functionality through careful and economical application of technical enhancements. Talented at deriving maximum value from existing assets as well as knowing when cost-effective upgrades reach peak return on investment (ROI).

Experienced support and IT administrator personnel with years of experience as IT Technical Engineer with excellent reputation for resolving problems and improving customer satisfaction.

## • Work History

2023-03 -  
Current

### MIS Assistant Manager | Technical Manager

EP Polymers (M) Sdn Bhd

- Spearheading IT Transformation project to migrate traditional bare metal infrastructure into modern 3 tier Infrastructure based on VMWare Hypervisor, SAN Storage and Managed Network as well as Cloud Services such as Microsoft 365 and Cloud Backup.
- Designing new network topology, configuration and handle hardware refreshment for IT Infrastructure for all subsidiary of EP Manufacturing Berhad.
- Restructuring IT Policy for EP Manufacturing Berhad Group to standardize IT Asset Administration across group.
- Deploying managed Wifi Solution based on Fortinet Solution using Fortigate and FortiAP.
- Ensuring IT Infrastructure operates seamlessly on daily basis by encouraging team to monitor and conduct preventive maintenance quarterly.

VMWare vCenter	Very Good	2021-10 – 2023-01
Antivirus	Very Good	
• Languages		
Bahasa Malaysia	Excellent	
English	Very Good	
Japanese	Basic	

2020-10 – 2021-10

2014-08 – 2020-09

## Technical Engineer

Mirack Technologies Sdn Bhd

- Key person in managing and supporting client IT infrastructure
- Designing and configuring office and client network based on requirement provided
- Provided secondary training to personnel struggling with technological tools and systems.
- Executed troubleshooting and server support in both in-person and remote situations.
- Diagnosed malfunctions in VMWare, Loadbalancer, SIMedia and directing support tickets to appropriate personnel for remediation.
- Maintained service schedule for software and hardware to ensure 99% of uptime annually

## System Engineer

Future D Sdn Bhd

- Managing and maintaining all assets in Datacenter included but not limited to Hypervisor, Bare Metal Server, Firewall, Switches and Storage
- Venture into new technology to improve day to day business process (VMWare Horizon VDI, StorageCraft ShadowXafe)
- Resolved issues and escalated problems with knowledgeable support and quality service.
- Proposed technical feasibility solutions for new system designs and suggested options for performance improvement of technical components.
- Developed IT policies to comply with applicable laws.

## Technical Executive

Holiday Tours & Travel Sdn Bhd

- Key person in managing and maintaining Citrix Virtual Desktop (Premium and Advanced Edition)
- Managing and maintaining VMWare vSphere, Citrix Hypervisor, Cisco Hyperflex and SAN/NAS Storage
- Providing internal user support via ticketing system and practice ITIL standard.
- Represented technological department in staff meetings and when making hiring decisions.
- Tracked, analyzed and monitor technology performance metrics.

- Worked in consultative fashion with other department heads.
- Demonstrated familiarity with latest hardware, software and networking technology.
- Built, repaired and installed computer-related hardware based on deployment procedures.
- Coordinated technical training and personal development classes for staff members.
- Oversaw daily performance of computer systems and immediately responded to Virtual Desktop issues to keep system up and running.
- Partnered with project team members to identify and quickly address problems.
- Wrote policy, procedure and manuals governing internal IT use.
- Managed system performance, conducting troubleshooting, security patching and maintenance to ensure 95% uptime annually and adhere to IT security compliance accordingly

## • Education

2010-07 -  
2013-07

### **Bachelor's Degree: Information Technology**

Universiti Teknologi Mara Malaysia - Shah Alam  
GPA: 3.23

- Dean's List during Semester 4

## • Certifications

2018-02  
2013-04  
20211

ITIL v3 Foundation  
Comptia A+  
AliBaba Cloud Associate

## • Interests

Swimming  
Cooking  
Bowling  
Stand up comedy  
Badminton  
Shopping