



Hidayah Shahrin

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Shah Alam, Selangor

Experience

Aug 2022 - Present

Global Service Desk Fulfillment Analyst

Mettler-Toledo Services Asia-Pac Sdn Bhd | Selangor, Malaysia

Industry	Appliances, Electrical, and Electronics Manufacturing
Specialization	Technical & Helpdesk Support, IT System Administrator & Customer Service

- 1) Responsible for the provisioning of IT Service Requests within the agreed SLA.
- 2) Documented the activities in the ticket to show that activities have been carried out correctly as per IT guidelines and security compliance.
- 3) Conduct data analysis, spot data trends, perform gap analysis, generate reports, and recommend improvements to the Service Request process and Catalog Items
- 4) Focus on both the manual completion of open requests, and continually looking for opportunities to improve the process and remove manual effort in fulfilling requests, either via automation or simplify the process
- 5) To ensure that our processes are reviewed and monitored on a regular basis, highlighting any trends to the management to ensure swift action is taken to maintain the service
- 6) Support the planning, design, and implementation of Request Fulfillment and Service Catalog processes to meet evolving and changing needs and business requirements of customers, service providers, and internal stakeholders
- 7) Create/develop new knowledge articles.

Jun 2017 - Present
(5 years 4 months)

Global Service Desk Analyst

Johnson Matthey | Kuala Lumpur, Malaysia

Industry	Chemical / Sustainable Technologies
Specialization	Technical & Helpdesk Support, IT System Administrator & Customer Service

- 1) Actively identify, assess, record, resolve or escalate incidents and service requests ensuring they are handled within an agreed time limit, within agreed processes and in a professional and customer sensitive manner.
- 2) Provide support and advice on IT related issues, ensuring the best use of IT systems, influencing changes to working practices where a need is identified.
- 3) Offering advice to end users on all areas of IT, troubleshooting issues and ensuring trust and confidence in JM IT is maintained.
- 4) Ensure standards are met – this includes working as part of a team, sharing knowledge and working together to increase performance standards.
- 5) To ensure effective communication within JM IT teams and the business through the systematic execution of incident and service request processes – this includes making timely announcements to the business on systems availability and maintenance windows.

- 6) To improve user confidence in the use of IT, being empathetic to a variety of new and experienced learners needs and where necessary work alongside the Major Incident Manager to restore a critical service to normal operation.

Jun 2014 - Jun 2017

(3 years 1 month)

Technical Support Representative

Hewlett-Packard Multimedia | Selangor, Malaysia

Industry Call Center / IT-Enabled Services / BPO

Specialization Technical & Helpdesk Support, Customer Service & IT Administrator

- 1) Answer centralized IT Service Desk phone calls, log as Incidents, Service Requests or Queries.
- 2) Action IT Service Desk emails, log as Incidents, Service Requests or Queries.
- 3) Monitor assigned Incidents, Service Requests or Queries. These records maybe raised by customers via the Infra Customer Portal
- 4) Log all support calls within the IT Department's IT support system, InfraEnterprise. 5) Carry out initial Incident diagnostics, resolve with a first line fix where possible or escalate to other areas of the IT Department to resolve if necessary.
- 6) Update all records in a timely manner, with associated information pertaining to the full life cycle of the support call.
- 7) Provide remote first and second line IT technical support on all business application software.
- 8) Provide remote first and second line support and assistance in the use of all business hardware.
- 9) Ensure all calls that cannot be resolved by the IT Service Desk are allocated to the relevant support team in a timely manner.
- 10) Remain in contact with customers regarding reported incidents and provide them with appropriate updates in a timely manner.

Mar 2014 - Jun 2014

(4 months)

IT Assistant

Trendcell Sdn Bhd(Jaya Grocer) | Selangor, Malaysia

Industry Consumer Products / FMCG

Specialization IT/Computer - Network/System/Database Admin

- 1) Responsible to provide the first level IT support to users i.e. hardware (PC/Laptop/Printer) installation, setup, configuration and testing
- 2) Provide daily technical support and troubleshooting to HQ users and Seasons group outlet 3) Assist in on site visit to require outlet for troubleshooting system of hardware issue if necessary.
- 4)To assist in the compilation of the technical documentation, guidelines and procedures and ensure they are disseminated to users.
- 5)To undertake other work as assigned which is consistent with the nature of the job and its level of responsibility. (Administrative work)
- 6) To maintain data entry requirements by following data program techniques and procedures.

Jun 2012 - Sep 2012

(4 months)

Administrative trainee

Johawaki holding Sdn Bhd | Selangor, Malaysia

Industry Construction / Building / Engineering

Specialization Clerical/Administrative Support

- 1) Maintain confidential records and files.

- 2) Review and edit reports and document.
- 3) Prepare correspondence and business letter.
- 4) Prepare formal documents and reports.
- 5) Handling-out stationery, office equipment and mails. 6) General administrative tasks (managing phone calls and fax, typing, photocopying and filing).

Education

2013

International Islamic University Malaysia

Bachelor's degree in business studies/Administration/Management | Malaysia

Major General Management
CGPA 3.45 / 4.0

2009

Centre For Foundation Studies, International Islamic University Malaysia

Higher Secondary/STPM/"A" Level/Pre-U in Economics and Sciences Management | Malaysia

CGPA 3.51 / 4.0

Skills

Familiarity

ServiceNow, Sayiynt, Ivanti (HEAT), Microsoft Office 2016 /M365 apps, ARS/Active Directory, Windows 10/11,SSCM/CCM/Software Center, M365 Admin Center, VMware Horizon, SAP IDM, Lotus Notes, MS Exchange, Bitlocker, Endpoint Encryption, MFA , OKTA, HP ALM, Ms Edge, SafeNet, Cisco Anyconnect, Windows OS 8/10, FortiClient & FortiNet,Ivanti VPN,Iphone/android support, intermediate knowledge on Network, Server and firewall.

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
Bahasa Malaysia (Primary)	9	9
English	8	8

Additional Info (Projects and Achievements)

LinkedIn: www.linkedin.com/in/hidayahshahrin

Johnson Matthey PLC. (Global Support Services)

- ITIL® Foundation Certificate in IT Service Management (Pink Elephant)
- ITIL Operational Support and Analysis (Pink Elephant)
- Certified in Customer Service Customer Service Program (Hemsley Fraser)
- Participated in BIS Service Excellence program (Program to enhance the BIS overall process and procedure (Service Desk)
- Participated in Major incident management (MIM): responsible for any P1/P2 issue in the absence of manager , make a weekly P2 report for MIM research and problem management to re-mediate. -Involved in creation of knowledge article/ sharing for service desk documentation.

Hewlett-Packard Enterprise (Phillips Account)

- The Winner of the Philips CSAT Championship for August 2016

Awards and Achievements (Academics)

1. Participation in 15 days class sessions in Graduate Employability Management Scheme (GEMS 2.0) by TalentCorp
2. Dean List Award's receiver for 3 consecutive semesters (BBA, IIUM)
3. Mentor for Accounting subject in Foundation level (CFS, IIUM)
4. Yayasan CNI academic award for Sijil Pelajaran Malaysia 2007
5. Sijil Pelajaran Malaysia: 6A4B (Science accounting stream)