

# Sathees Kumar A/L Muniandy



## CONTACT



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47100 Puchong Selangor

## LANGUAGE

- Bahasa Malaysia
- English
- Tamil

## COMPUTER SKILLS

- Troubleshooting desktop issues
- Lotus Notes
- SameTime
- Linux
- Windows XP
- Unix
- SQL
- Windows Vista
- Windows 7
- Windows 10
- Windows 11
- Mac
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Microsoft Outlook (office365)
- Microsoft Intune
- Microsoft Windows 10 certified
- Comptia a+ certified

## ABOUT ME

I am a versatile professional with a solid background in management and proficient problem-solving skills. I have a proven track record of successfully leading teams, delivering exceptional results and adapting to dynamic environments. As an effective communicator with excellent interpersonal skills, I am passionate about continuous learning and actively seeking new opportunities where I can contribute my expertise.

## EXPERIENCES

- **IBM**  
**June 2011 - June 2014**  
**Position: IBM IT Specialist**  
**Basic Salary: RM 2,700.00**
  - Successfully support internal IBM employees
  - Successfully handled trouble shooting on technical issues related to networking devices such as Lenovo Think Pad's, Lotus Notes Database, (Lotus Notes Administrator) Sametime Chat, Wireless, Notes Traveler, software installation and etc
  - To handle email for Asia Pacific Help Desk
  - Also support on Remote Access
  - Handling Incident Ticket on high priority
- **Successfully supported following operating system:-**
  - Windows 7/Vista/XP/Linux/MAC
  - IMAC/IPHONES
- **Experience Gained**
  - Moderate knowledge in networking and database—(related to server and networking, major incident management)
  - Able to learn and handle multiple tasks and troubleshooting skills at one centre.

## EDUCATION

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- **UNITAR**  
Diploma in Information Technology  
2007 - 2010
- **Sekolah Menengah Kebangsaan Batu Lapan, Puchong, Selangor**  
Sijil Pelajaran Malaysia (SPM)  
2004 - 2005
- **Sekolah Menengah Kebangsaan Sri Sentosa, Jln Kuchai Lama, Kuala Lumpur**  
Penilaian Menengah Rendah (PMR)  
2001 - 2003
- **Sekolah Kebangsaan Bukit Kuchai, Puchong, Selangor.**  
Ujian Pencapaian Sekolah Rendah (UPSR)  
2000 - 1995

## CO-CURRICULAR ACTIVITIES

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- **Primary :** Kadet Polis
- **Secondary :** Boys Scouts  
Hockey Player

## ADDITIONAL INFORMATION

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- **Expected Salary:** RM 5000  
(Negotiable)
- **Wiling To Travel:** Yes  
(Own Transport)

## REFERENCE

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- **Mr. Kenvy**  
Manager  
+6018 - 3214456

## • Qinetics Solutions Sdn Bhd

**June 2014 - October 2023**

**Position: Senior System Support Engineer**

**Basic Salary: RM 5,450.00**

- Managing Windows, Linux, or Mac systems
- Upgrading, installing, and configuring application software and computer hardware
- Troubleshooting and providing technical support to employees
- Creating and managing system permissions and user accounts
- Successfully support internal Umobile employees
- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining computer systems and networks
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults
- Providing support, including procedural documentation and relevant reports
- Replacing parts as required
- Following diagrams and written instructions to repair a fault or set up a system
- Supporting the roll-out of new applications
- Setting up and configuring CISCO & ARUBA networking
- Setting up new users' accounts and profiles and dealing with password and deactivate accounts issues by using AD(Active Directory)
- Managing AD Azure cloud account
- troubleshoot user ACL and database
- Test windows KB
- Managing SCCM and push update
- Responding within agreed time limits to call-outs
- Working continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritizing and managing many open cases at one time
- Conducting electrical safety checks on computer equipment
- Set up Umobile branches desktop and servers

## Experience Gained

- Working on client site and be a person incharge for (southern) & Klang Valley Umobile branches, (NOC) & (TOC)
- Travelling to Umobile branches and meet different kind of environment