

MUHAMMAD AMRURRAUF BIN AHMAD ZAMIL

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People find me to be an upbeat, self-motivated team player with excellent communication skills. For the past several years I have worked in the technical team and customer service in the Information Technology industry. My experience includes leading, planning and executing plans for the team. My experience also includes hardware troubleshooting, software configuration and installation in a Windows based environment. I have also reviewed and optimized current processes to ensure smooth and efficient workflow.

EXPERIENCE

MAR 2020 – CURRENT

TECHNICAL SUPPORT ENGINEER, CREMEWORKZ PTE LTD

- Specialize in Consumer and Commercial IT support services ranging from New Office Deployment, IT Hardware repair, Project Management, Social Marketing and Website Development.
- Experienced in handling projects, which includes, planning and executing projects with high accuracy rate such as Domain Migrations, Laptop Replacements, etc.
- Proficient in Technical Advisory aspect which includes, Hardware and Software consultation.
- Experience in handling Level 1 (Helpdesk & Workstation Admin) / Level 2 (Technical & Server Admin) Support level which includes VIP Support
- Experiences with the following technology and Methods:
 - Active Directory Account Management (On-Perm/Hybrid),
 - Microsoft 365 Suite,
 - PowerShell Scripting,
 - Virtual Machine (Hyper-V) Management,
 - Server Resource Planning,
 - Local Network Design and Implementation,
 - Process Documentation,
 - T1 Troubleshooting Documentation.
 - User Acceptance Test and Implementation.
- High Resolution Rate with Low Turn-Around-Time (TAT).
- Experiences with IT Inventory/Ticket/Incident Management via ServiceNow, Atlassian Jira Service Desk.
- Experience with Mobile Device Management via Samsung Knox.

Local Achievements:

- Introduced Newer Hardware and Technology for an Office to improve Overall Workflow and Workplace Quality-Of-Life
- Handled Projects such as Laptop Hardware Replacement, Laptop Deployment, Domain Migrations, etc for Local Office with Satisfactory result.

- Reduced New Laptop Image (SCCM Deployment) UAT Testing from 1 Hour to 10 Minutes by reducing Human Error and Implementing Automations via PowerShell Scripting.
- Procure multiple high-demand, limited-availability devices through local distributor channels.
- Educated End-Users using simple and understandable methods regarding IT Processes and Technology.

JAN 2017 – FEB 2020

IT TECHNICIAN, R-LOGIC INTERNATIONAL

- Specialist in Desktop, Notebook, LCD Monitors, Handheld devices, Chromebook.
- Experiences in being Onsite Lead, scheduling, troubleshooting, planning and executing daily operations.
- Replacing hardware and resolving OS/software related issues.
- Proficient in handling challenges in a Customer Service level and deescalating situations, if needed.
- Created guides and SOPs to ensure smooth and optimized workflow.
- Assign In Warranty/ Out of Warranty/ Onsite list reports to the teams for daily operations
- Resolving escalated tickets with high accuracy rate.
- First Layer technical advice for engineers with complex problems.

2016 – 2016

CUSTOMER SERVICE ENGINEER, JARDINE ONESOLUTION

Worked as a contract Customer Service Engineer / Support IT Technician under Jardine OneSolution. Proficient in dealing with IT troubleshooting as well as new Laptop and Desktop setup.

2015 – 2016

MILITARY POLICE, NATIONAL SERVICE

Served as a Military Police during National Service. Professional in doing duties which include Customer Service. Firm to people. Respected by colleagues who have worked with me.

EDUCATION

2019 - 2020

DIPLOMA IN INFOCOMM TECHNOLOGY, LITHAN ACADEMY

(MCSA) Windows Server 2012, Windows Server 2016, (CCNA) Networking, Infrastructure Support, (PMP) Project Management Professional, (ITILv3 / ITILv4) IT Infrastructure Library

2012 - 2014

HIGHER NITEC IN GAMES DESIGN AND DEVELOPMENT, INSTITUTE OF TECHNICAL EDUCATION

Level developer for creating games, Participant in Global Game Jam 2013, Student Council.

2007 - 2012

CAMBRIDGE “O” LEVEL, SPRINGFIELD SECONDARY SCHOOL

Chairman of Infocomm Club, creating and conducting lessons for club members. Class IT in-charge.

2001 - 2006

PRIMARY SCHOOL LEAVING EXAMINATIONS, ST GABRIEL’S PRIMARY SCHOOL

Class IT in-charge. Adobe Trained.

OVERALL SKILLSET

- System Support
- Windows, ChromeOS, Ubuntu
- Hardware Repair
- Design and Development
- Game Development
- Web / Cloud Development

TECHNICAL SKILLSET

- Microsoft 365 Suite
- Microsoft MCSA Trained (Windows 2012, 2016)
- Active Directory (On-Perm/Hybrid)
- Scripting (PowerShell, Batch [bat/cmd], Bash)
- Type 1 Hypervisor (Hyper-V, Proxmox)
- Operating System Administration (Windows 7/8/10/Server 2012/Server 2016), Linux Debian/Ubuntu)
- Virtualization Type 1/2 (VirtualBox, QEMU, Hyper-V, Docker)
- Programming Languages (Java, Python, HTML, C#)
- Software-as-a-Service (SAAS) (NextCloud, GitLab CE, Portainer, Apache, WordPress)
- Cisco Certified Network Associate Trained (CCNA 200-301)
- Information Technology Infrastructure Library Trained (ITIL) v3 / v4
- Information Technology Service Management Trained (ITSM)
- PMI - Project Management Professional Trained (PMP)
- IT Support – Tier 1 (Helpdesk/Service Desk), Tier 2 (Technical Support)
- Active Directory Tier 2 (Workstation Administrator), Tier 1 (Server Administrator)

CERTIFICATES

NCIF: ICT-DIT-4008-1.1 Infrastructure Deployment
NCIF: ICT-DIT-4016-1.1 System Integration
NCIF: ICT-OUS-3009- 1.1 Network Administration and Maintenance
NCIF: ICT-OUS-4012- 1.1 Security Administration
NCIF: ICT-DIT-4009-1.1 Network Configuration
NCIF: ICT-PMT-4002- 1.1 Programme Management
NCIF: ICT-SNA-4013- 1.1 Infrastructure Strategy
NCIF: ICT-OUS-4011- 1.1 Problem Management

NCIF: ICT-DIT-3008-1.1 Infrastructure Deployment
NCIF: ICT-OUS-3012-1.1 Security Administration
NCIF: ICT-DIT-3009-1.1 Network Configuration
WSQ: SE-SO-103C-0 Provide Guard and Patrol Services
WSQ: SE-SO-102C-1 Handle Security Incidents and Services
Joint ITE: Adobe Module Certificate in Rich Media Communication using Adobe Flash CS5.5
Factor Learning: 3D Video Game Development
British Council: English Programme for Secondary 3
Mastereign Enrichment, National Arts Council: Animate IT!
Mastereign Enrichment, National Arts Council: Art & Design
University of New South Wales International Competition and Assessments for School: English
University of New South Wales International Competition and Assessments for School: Writing
University of New South Wales International Competition and Assessments for School: Mathematics