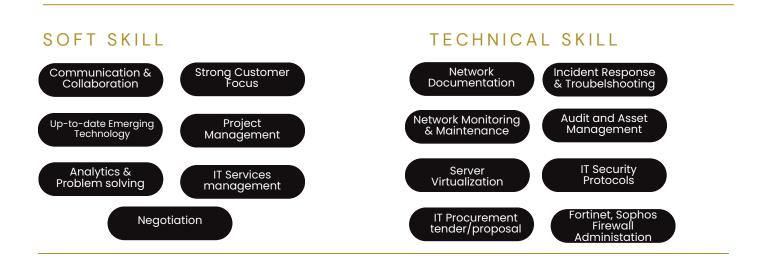
AWWAL MUKHZAR

NETWORK ENGINEER | IT INFRASTRUCTURE | CLOUD COMPUTING & SECURITY

68000, AMPANG, SELANGOR 011-2811 2959 awwalmukhzar19@gmail.com

PROFILE SUMMARY

2 years' experience in ISP Network Infrastructure for telco and finances industries with a passion designing, implementing and maintaining complex network systems. My technical expertise, collaborative spirit, and commitment to continuous learning allow me to provide valuable insights and solutions to any organization.



WORK EXPERIENCE

Executive, IT Infrastructure

Rakuten Trade Sdn Bhd Focuses on IT infrastructure in a fast-paced trading environment.

- Managed server operations encompassing provisioning, patch management, backup, and recovery; achieved 99.9% uptime during peak trade hours by swiftly addressing system vulnerabilities and implementing reliable contingency measures.
- Configure, manage, and update firewall policies to safeguard the network against unauthorized access, malware, and cyber threats.
- Deployed and configured a new Wi-Fi network on Tech Refresh project for a employee office, increasing wireless coverage by 20% and improving signal strength.
- Troubleshoot and resolve complex issues related to IT infrastructure, ensuring minimal disruption to business operations.
- Collaborate with cross-functional teams to optimize system performance and align IT Infrastructure with organizational goals.
- Managed procurement contracts for IT equipment, achieving a 10% cost reduction and ensuring timely delivery for all projects.

August, 2023 - Present

Expertise that I learn and grow at Rakuten Trade

- IT Management: Incident/Change Management, Asset Management, IT Procurement
- Server Management: Provisioning, Patch Management, Backup and Recovery, Disaster Recovery, Performance Tuning, Security Hardening
- **Software Proficiency:** VMware vSphere, Active Directory (AD), CLI-Management Tools ie. MobaxTerm & Termius for Huawei and CISCO IOS, PostgreSQL, MySQL, Microsoft 365, Network Analyzer tools, Github
- Cloud Technologies: AWS, Azure
- Networking: Cloudflare, LoadBalancer, Firewall Management, Network Protocols ie. TCP/IP, VLANs, SSL/TLS, IPSec, Fortinet Firewall, Sophos Firewall
- Operating Systems: Windows Server, Linux (Red Hat)

IT Field Support & NOC Engineer

December, 2022 - July, 2023

Mesiniaga Berhad An IT solutions company operating in a fast-paced environment.

Project 1: ASTRO ISP Broadband Core Infrastructure with Managed Services | Location: ASTRO Malaysia as NOC Engineer

- Exposure on ISP Core Network, IP Transit, and NOC process flow. Familiar with Incident Management, Change Management and Fault Management.
- Perform day-to-day DC maintenance activities daily health checks, backup and hardware support with Principal (Technical Specialist).
- Ensure high network availability for Astro ISP Broadband services by proactive monitor any alarm or events.
- Deliver first level troubleshooting for any incident tickets and service requests upon receiving calls/emails from Astro PIC/subscribers for known issues according to the ITIL process within the defined SLA's.
- Escalation to ensure a fault is rectified within agreed SLA's and request RCA (root cause analysis) for any incidents occur.
- Assure suitable and appropriate security standards and policies are maintained on Astro network and broadband services.
- Assist Service Installers to complete manual provisioning on RGW's (Residential Gateways) efficiently and set up correctly.
- Perform firmware upgrades RGW's (Residential Gateways) to the compatible latest version of the hardware and software needed to provide reliable services to customers.
- Ensure TM PMW (Preventive Maintenance) running smoothly by notify customers in case activity delayed.

Project 2: IT Support & Services | Location: Klang Valley as IT Field Support

- Completes assigned WF+ tickets efficiently and in accordance with expectations for key performance indicators (KPIs) per task type or without exceeding established service level agreements (SLAs) with minimal guidance from other engineers.
- Successfully resolved recurring PC and printer issues for a large corporate client, resulting in a 95% decrease in downtime and an increase in productivity by 20%.
- Configure and deploy Cisco networking devices, both physical and virtual, to ensure smooth operations of our clients' networks

- Perform preventive maintenance and performance tuning on network equipment with the latest stable firmware releases.
- Collaborate with technical expertise, such as Cisco TAC, and the client to perform troubleshooting.
- Conduct Training of Trainers (ToT) with new workers regarding this job scope prior to starting in new role.

Expertise that I learn and grow at Mesiniaga Berhad

- IT Management: Incident/Change Management, Fault Management, DC Management
- Software Proficiency: Network Analyzer tools, Nagios, PC Troubleshooting, Incident Ticketing
 Tools
- Networking: IP Routing Protocols, Fiber-to-the-Home (FTTH)

EDUCATION

Diploma in Digital Technology

2017 - 2020

Ungku Omar Polytechnic

- Major in Networking
- Cumulative GPA: 3.55/4.0; Dean's List SEMI 2017, SEM4 2018
- Relevant Course Work: Network Security, Database Design, Advance Routing and Cyberpreneurship
- Member, Club of Information Technology
- Involved with FiRA Robotic Club and participate as one of competitor under ANDROSOT Categories.

REFERENCES

Mr. Shahril Mohd Tahir Manager IT Security | Rakuten Trade

019 211 6385

Mr. Sasindran Nyanasegere Assistant Vice President (AVP) Broadband NOC | Broadband Engineering, ASTRO Malaysia

012 619 3243

Mrs. Rahimah Idris Manager Service Support Operation (SSO), Mesiniaga Berhad

012 316 1200