

# AWWAL MUKHZAR

NETWORK ENGINEER | IT INFRASTRUCTURE |  
CLOUD COMPUTING & SECURITY

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## 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.

### SOFT SKILL

Communication & Collaboration

Strong Customer Focus

Up-to-date Emerging Technology

Project Management

Analytics & Problem solving

IT Services management

Negotiation

### TECHNICAL SKILL

Network Documentation

Incident Response & Troubelshooting

Network Monitoring & Maintenance

Audit and Asset Management

Server Virtualization

IT Security Protocols

IT Procurement tender/proposal

Fortinet, Sophos Firewall Administration

## WORK EXPERIENCE

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

August, 2023 - Present

- 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.

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## 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

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- 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 SEM1 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**

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