

Resume

ADAM BIN RAHMAT

PERSONAL PARTICULARS

Place and DOB : Sg. Petani, 9 August 1994
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BRIEF SUMMARY

IT Specialist with 9 years of professional experience, including strong expertise in technical support, troubleshooting, and customer service. I am skilled in Microsoft 365, user account management, and resolving hardware/software issues. Proven track record in maintaining compliance, optimizing IT operations, and supporting end-users effectively. Passionate about cloud computing and cybersecurity, with a focus on driving innovation and enhancing business performance.

WORK EXPERIENCE & JOB DESCRIPTION

1. Senior IT Executive @ Algo Forest Sdn Bhd (Nov 2023-Current)

Technical Support & Troubleshooting

- Provided technical support for hardware, software, and network-related issues for users.
- Diagnosed and resolved issues with desktops, laptops, mobile devices, and peripherals.
- Offered remote and on-site troubleshooting for end-user issues to minimize downtime.
- Provide support internal system related to **Microsoft Entra, Microsoft Teams, Microsoft Outlook, Microsoft Defender, One Drive, SharePoint**

Cloud Engineering

- Work with web developer integrate certain web application API
- Architecting Azure Cloud Environment & deploying **Azure File Shares** to client using SMB protocol
- Provision necessary azure cloud resources
 - Resources involved: Microsoft Entra Domain Services, Azure P2S VPN, Azure Storage Account SMB Enabled, VNet, Azure Virtual Machine

User Account Management

- Handled user account creation, deletion, and management in Active Directory in **Microsoft Entra and other systems (Synology NAS, Emby Server)**.
- Assisted with password resets, access rights, and permissions for network resources.

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Device Management & Configuration

- Configured and deployed IT assets, including computers, printers, and other peripherals.
- Deployed **Microsoft Intune** to all devices
- Assisted in inventory management using **Microsoft List** in SharePoint, tracking, and lifecycle management of IT assets.

Documentation & Reporting

- Maintained detailed documentation of support requests, solutions, and troubleshooting steps.

Customer Service & End-User Training

- Conducted training sessions to familiarize employees with new software or updates.

Collaboration with cross departmental team

- Collaborated with marketing (web designer) to deliver company website page
- Supported project rollouts, system upgrades, and migrations by coordinating with relevant teams. (staging to production website)

Asset Tracking & Compliance

- Managed asset tracking databases for IT equipment, ensuring compliance with organizational standards.
- Ensured all IT policies, including acceptable use and data handling policies, were followed.

2. RMA Team Lead / Field Support Engineer @ Rentwise Sdn Bhd (Sept 2022 - Nov 2023)

- Led a team of 5 in daily operations, coordinating tasks and scheduling to meet service level agreements.
- Conducted root cause analysis on RMA products, reducing failure rates by 18% through targeted improvements.
- Refurbished IT equipment, increasing usable inventory by 25%.
- Provided on-site and remote IT support, resolving over 150 technical issues across software, hardware, and networks.
- Implemented Office 365 solutions for clients, streamlining communication and file sharing.

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3. IT Technician, IT Retail Sale Assistant & IT Retail Assistant Manager @ Idealtech Sdn Bhd (Oct 2019 - Sept 2022)

As IT Technician role, experience as below

Technical Support & Troubleshooting for Gaming PCs

- Diagnosed and resolved complex hardware and software issues specific to high-performance gaming PCs.
- Provided specialized support for gaming configurations, including troubleshooting GPUs, CPUs, and cooling systems to optimize performance.

Custom System Installation & Configuration

- Assembled, installed, and configured custom gaming rigs and high-performance workstations tailored to client requirements.
- Set up operating systems, optimized BIOS settings, and configured overclocking profiles for enhanced gaming performance.

B2B On-Site Support for Clients

- Delivered on-site support for business clients, including setup, installation, and troubleshooting for office IT equipment.
- Assisted B2B clients in maintaining IT infrastructure, addressing connectivity, hardware, and software issues to ensure seamless operations.

Network Setup & Management

- Configured and maintained network setups for gaming environments and office networks, including routers, switches, and gaming peripherals.
- Ensured stable, high-speed connectivity for gaming PCs and minimized network downtime for B2B clients.

Preventive Maintenance & Optimization

- Conducted regular preventive maintenance for gaming systems, such as cleaning, thermal management, and component testing.
- Ensured gaming software and firmware were updated, secure, and optimized for peak performance.

Technical Documentation & Reporting

- Maintained detailed records of custom setups, configurations, and troubleshooting processes for gaming PCs and B2B clients.
- Provided reports on system performance and documented recurring issues to improve support efficiency.

As IT Retail Assistant role, experiences as below

Customer Service & Sales Support

- Assisted customers in selecting IT products and services based on their needs and budgets.
- Delivered excellent customer service, ensuring a positive shopping experience.

Product Knowledge & Demonstrations

- Explained technical features of products, including computers, accessories, and software.

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- Provided hands-on product demonstrations to help customers understand key benefits.

Inventory Management

- Organized and managed stock to ensure availability of high-demand items.
- Assisted in tracking inventory levels, restocking items, and handling returns or exchanges.

Sales & Upselling

- Recommended complementary products and services to increase sales.
- Informed customers about promotions, warranties, and maintenance packages.

POS System Operation & Transactions

- Handled transactions, returns, and exchanges through the point-of-sale system.
- Ensured accuracy in billing and provided clear instructions on using purchased products.

Technical Assistance

- Provided basic tech support, including product setup and troubleshooting, for retail customers.
- Offered advice on device care and maintenance to reduce post-sale service issues.

As IT Assistant Manager role, experiences as below

Team Supervision & Development

- Supervised team members, delegated tasks, and provided constructive feedback.
- Assisted in training new employees on company policies, sales techniques, and customer service standards.

Operations & Inventory Management

- Oversaw daily operations, including opening/closing procedures, cash handling, and scheduling.
- Monitored inventory levels, placed orders, and ensured stock availability.

Customer Service & Conflict Resolution

- Resolved customer complaints and issues, maintaining high customer satisfaction.
- Ensured staff provided excellent service and handled escalated service concerns professionally.

Sales & Target Achievement

- Assisted in meeting and exceeding monthly sales targets by supporting team efforts and implementing promotions.
- Analyzed sales data and developed strategies to improve performance.

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Financial Reporting & Budgeting

- **Monitored store finances**, including tracking expenses and managing the budget.
- **Prepared and presented financial reports** to management, identifying areas for cost-saving.

Store Visual Merchandising

- **Coordinated product displays and store layout** to maximize visibility and sales.
- **Ensured the store was organized, clean, and followed visual merchandising standards.**

Policy Implementation & Compliance

- **Enforced company policies, safety procedures, and compliance with health and safety regulations.**
- **Conducted regular audits** to ensure all processes were followed and maintained company standards.
- **Preparing documentation before audit period** by external auditor (annually environment auditing).

CERTIFICATES

- Introduction to Cybersecurity Tools & Cyber Attacks (IBM)- May 22, 2023
- Foundations of Cybersecurity (Google)- Jun 11, 2023
- Technical Support Fundamentals (Google)- May 30, 2023
- Full Sponsorship Microsoft Cloud Systems Expert (MCSE) under Yayasan Peneraju
 - AZ-104- Azure Administrator Associate
 - AZ-500- Azure Security Engineer Associate
 - AZ-305- Designing Microsoft Azure Infrastructure Solutions

EDUCATIONAL BACKGROUND

- University of Science Malaysia (USM) - Sept 2013 –Oct 2016
Student in Bachelor of Science (B.Sc.) (Hons)

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SKILLS

- Microsoft 365
- Microsoft Azure
- Azure DevOps
- Active Directory
- Group Policy
- Domain Controller
- VMware/HyperV
- Microsoft Windows Server
- Microsoft Windows XP, 7, 10, 11
- Ticketing System (FreshDesk)
- Language: Bash, Powershell, Python

REFERENCES

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