

# Curriculum Vitae

## ADAM BIN RAHMAT

### PERSONAL PARTICULARS

Place and DOB : Sg. Petani, 9 August 1994  
Sex : Male  
Age : 31 years old  
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### BRIEF SUMMARY

Detail-oriented IT professional with a solid background in technical support and troubleshooting within retail environments. Proven experience in providing exceptional customer service, diagnosing and resolving hardware and software issues, and ensuring compliance with company policies and health regulations. Strong knowledge of cloud technologies, particularly Microsoft Azure, alongside skills in inventory management, user account management, and effective communication with end-users. Committed to maintaining high operational standards and contributing to team success.

Aiming to leverage my technical skills and IT knowledge to become an IT Specialist, where I can contribute to innovative projects and enhance organizational efficiency. My goal is to continuously develop my expertise in cloud computing and cybersecurity while delivering exceptional support and solutions that align with business objectives.

### 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.
- Mostly product support is M365 line products, **Microsoft Entra, Microsoft Teams, Microsoft Outlook Azure Cloud Environments**

##### Cloud Engineering

- **Developed a CI/CD pipeline for [algoforest.com](http://algoforest.com), enhancing deployment processes for a web application.**
  - *Tools used:* GitHub, SQL Server, WordPress, Cloudflare.
- **Implemented Azure File Shares for client access via SMB.**
- **Provisioned essential Azure cloud resources.**
  - *Resources used:* 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

# Curriculum Vitae

## **Microsoft Entra and other systems (Synology NAS, Emby Server).**

- Assisted with password resets, access rights, and permissions for network resources.

## **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.

## **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.

# Curriculum Vitae

## **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.
- 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.

# **Curriculum Vitae**

## **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.

## **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.

# Curriculum Vitae

## **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
- AWS Re/Start Program (WEPS)
- 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)

## **SKILLS**

- Microsoft 365
- Microsoft Azure
- Azure DevOps
- Active Directory
- Group Policy
- Domain Controller
- VMware/HyperV
- Microsoft Windows Server 2023
- Microsoft Windows XP, 7, 10, 11
- Ticketing System (FreshDesk)
- Language: Bash, Powershell, Python

## **REFERENCES**

Anthony Lew  
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