

AHMAD AIMAN FIRDAUS BIN ISMAIL

IT & Network Support Analyst

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Ampang, Selangor



SUMMARY

IT professional with 3 years of experience in IT support and basic network administration. Skilled in system setup, troubleshooting and user support. Experienced with Windows, Linux, network devices and security systems to help maintain smooth and reliable IT operations.

WORK EXPERIENCE

IT & Network Support Analyst

Feb 2022 – Present

Jages Sdn Bhd, Kuala Lumpur

- Provided daily IT support for hardware, software and network issues to ensure smooth operations for staff.
- Assisted in deploying and configuring PCs, laptops, printers and applications for new and existing users.
- Helped maintain network devices by configuring routers, switches and access points, including basic VLAN, DHCP, DNS and VPN tasks.
- Supported Windows Server, Windows OS and Linux systems when needed to reduce downtime for users.
- Prepared technical documentation and kept track of IT assets to make troubleshooting and maintenance easier.
- Assisted in installing and troubleshooting IP cameras, nvr/dvr systems and access control devices for site operations.
- Contributed to IT setup work for new site readiness, including network installation, testing and basic configuration.

Internship (Technical)

Aug 2021 – Feb 2022

Jages Sdn Bhd, Kuala Lumpur

- Assisted in configuring network equipment and supported the migration of several sites to MikroTik routers to improve connectivity.
- Helped troubleshoot network, server and cctv issues, contributing to faster problem resolution and reduced downtime.
- Performed HDD-to-SSD upgrades and Windows 11 installations, resulting in 20–40% performance improvements for staff devices.
- Supported deployment of PCs and laptops for new staff, ensuring zero-delay onboarding.
- Pulled and terminated structured cabling for workstations, cctv and access systems to support full network readiness for site rollouts.
- Contributed to installation and configuration of IP cctv, nvr/dvr systems and access control devices for enhanced security coverage.

SKILLS

Networking & Security	: VLAN, DHCP, DNS, VPN, NAT, Firewall
Hardware & Network Devices	: MikroTik, Ubiquiti, Fortinet, Dahua, ZKTeco, Hikvision
Operating Systems	: Windows Server, Windows 10/11, Linux (Ubuntu, Debian)
CCTV & Access Control Systems	: Hikvision, Dahua, Axis, ZKTeco
Tools & Software	: Winbox (MikroTik), UniFi Controller, CheckMK, ZKAccess, SmartPSS, Senstar, Microsoft 365, Anydesk
Additional Tools (Optional)	: Adobe Photoshop, Adobe Illustrator

EDUCATION

Bachelor Of Computer Science (Hons.) Computer Networks	Present Semester 6
<i>Universiti Teknologi MARA (UiTM) Shah Alam</i>	
Current GPA : 3.7 (semester 5)	

Diploma in Engineering Technology (Computer & Networking)	2018 - 2022
<i>Advanced Technology Training Centre (ADTEC) Batu Pahat</i>	
CGPA : 3.41	

CERTIFICATIONS & COURSES

MikroTik

MikroTik Certified Network Associate (MTCNA)	May 2024
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Cisco Networking Academy

CCNA R&S: Introduction to Networks	Nov 2018
CCNA R&S: Routing and Switching Essentials	Nov 2019 & Oct 2020
CCNA R&S: Scaling Networks	Oct 2020
Introduction to Packet Tracer	Sep 2019
Introduction to Packet Tracer – Mobile	Oct 2020
Introduction to Cybersecurity	Oct 2020
IT Essentials: PC Hardware and Software	Jan 2019

LANGUAGES

Malay	-	Native/Fluent
English	-	Intermediate (Working proficiency)

REFERENCE

Abdul Rahim bin Abdul Samad
General Manager
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