



## Zainal Abidin Bin Mohamed Rasul

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### PERSONAL SUMMARY

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision. 1 years of experience in technical skills such as VB/C# .Net, SQL Server, PHP, MySQL, Various version of Windows including Windows Server, Networking and having a proven ability to lead by example, consistently hit targets, improve best practices and organize time efficiently.

### EXPERTISE, KNOWLEDGE AND SKILLS

#### PROGRAMMING SKILLS

- Microsoft Visual Studio 2010 (ASP.Net, VB.NET , C#.Net)
- PHP 5, HTML 5, CSS 3

#### DATABASE MANAGEMENT SKILLS

- Microsoft SQL Server 2005, 2008, 2008R2, 2016 R2
- MySQL, mySQLi
- SQL Server Reporting Service
- Stored Procedure programming

#### SERVER MANAGEMENT SKILLS

- Windows Server (2008, 2008R2, 2012, 2012R2, HyperV)
- Web Server (Apache, WHM, IIS, XAMPP)
- Content Management System (All Joomla)

#### DESKTOP OPERATING SYSTEM

- All Windows (XP,7, 8, 10)
- Formatting new Desktop

#### NETWORKING SKILLS

- Domain Management
- Active Directory
- Network Cabling

- LAN Configuration
- Wireless Configuration
- SSL VPN Configuration

#### OTHERS SKILLS

- National Instrument Labview 8.0 and 8.5
- Project Management (Planning, Scheduling, Inventory and Shipment).
- Additional engineering knowledge in green technology and methods to constantly improve and optimize conditions.
- Helpdesk support.

#### PERSONAL STRENGTH, ACHIEVEMENTS & CORE ACCOMPLISHMENT

- Fast Learner; Learning a new unfamiliar software language and manage to become an expert in a short period of time.
- Good Troubleshooting Skill; Have successfully improved company' s software with a lot of bugs and errors to become stable and reliable software.
- Strong Analytical Skill; Application and requirement analysis based on business/organization needs as well as problem isolation and analysis.
- Pressure Proof; Have successfully managed to work in an under pressure working environment to meet datelines.
- Strong Communication Skills; Have successfully satisfied other department personnel with software information and support.
- Committed & Never Give Up Attitude; fully committed to the given task and successfully completed the task.
- Good Multitasking Skills; Configuring networking systems (servers, router etc) for various scales of organizations.

#### EXPERIENCE

##### SYSTEM ANALYST | HONG KONG SASA (M) SDN BHD | OCT 2018 — PRESENT

##### SYSTEM / APPLICATION

- Developed skills in programming, database structure and graphical user interface development using C#, SQL server databases, ASP.net.
- Responsible to troubleshoot and fix bugs for in-house developed subsystem using C#.
- Responsible to design and developed new in-house development subsystem by following the SDLC Standards.
- Responsible to troubleshoot existing SQL Stored Procedure and fix the Stored Procedure Codes.
- Responsible to make sure all SQL Jobs running smooth from the server.

## DATABASE ADMINISTRATION

- Responsible for company databases in MS SQL Server
- Responsible to manage all scheduled SQL Job and monitor accordingly
- Responsible to manage company reporting services (SRSS) to generate multiple reports and create new SRSS report based on user requirement.
- Responsible to troubleshoot of any SRSS Reporting bugs and problem
- Responsible to improve company existing stored procedure in MS SQL Server
- Responsible to create new stored procedure to support company operation

## HELPDESK/SYSTEM SUPPORT

- Provide support to over 80 company' s branches all over Malaysia that using POS System
- Manage all raised ticket and closed all the request within SLA(3 days) set by company
- Provide technical first level and second level support to all company' s subsystem.

## SENIOR EXECUTIVE | PUNCAK NIAGA MANAGEMENT SERVICES SDN BHD | FEB 2013 — SEPT2018

### APPLICATION SYSTEMS

- A Team/Unit Leader for the planning, design, maintenance and accessibility of Puncak Niaga' s application system.
- Coordinate with sub-ordinates for the ad-hoc projects given by the Puncak Niaga' s management.
- Proactively support colleagues and share information enthusiastically to support knowledge development within that help facilitates improvements across departments.
- Ability to learn new technologies and principles quickly and work in an environment that is continually changing and adopting new techniques and technologies (Network Teams).
- A self-starter with good initiative that is able to work with minimal supervision. Sound planning and organizational skills.
- A team player that has the desire to share knowledge willingly and proactively with colleagues and users.
- A passion for technology and its use in the workplace and the desire ability to build their technical skills.
- Serves as one of standing committee members and Team Lead (on application — IT side) for Puncak Niaga' s Internal System.
- Developed skills in programming, database structure and graphical user interface development using PHP, MySQL, VB.net and Microsoft SQL server.
- Serves as a Team Lead for troubleshooting, systems backup and archiving (Application System — VB.net & SQL Server and PHP & MySQL based application systems).
- Perform complex troubleshooting, backup, archiving and disaster recovery (Application System — VB.net & SQL Server and PHP & MySQL based application systems)

## SERVERS AND NETWORK

- Serves as a Team Lead for troubleshooting and system support (Network System — Virtual Server using Hyper V, Active Directory, File Server Management, and Firewall).
- Involve in Company restructuring exercise — Data migration for HR System, In House Development System, Server replication, and data analysis.
- Involve in Network Cabling exercise at Site in Sarawak from scratch ( Lay Cable, Port Setting, Network Setting and Configuration)
- Single handedly involves in Server Migration (Application, Database and Networking) for Internal Networks from Window Server 2003 to Windows Server 2012 R2

## LIST OF WEB APPLICATION INVOLVE (SELECTED)

- Human Resource Information System (HRIS) — VB.net
- Employee Self Service System(ESS) - VB.net
- Audit Management System (AMS) — VB.net
- Vehicle Repair & Maintenance Control Sheet (E-VRMCS) — VB.net
- Purchase Requisition Online System (PR Online) — C#.net
- E-Movement & E-Daily Attendance System (PHP)
- CMS (Internal Entrance Exam - Moodle, Corporate Website — Joomla 3.0, Internal Portal — WordPress, Survey System - Limesurvey)

## SOFTWARE ENGINEER CUM WEBMASTER | HOOHA ASIA SDN BHD | JAN 2012 — JAN 2013

- Responsible for the administration and maintenance of IT infrastructure.
- Responsible for the administration and maintenance of company' s LAN and WAN.
- Served as Team Lead for Hooha Asia 's server migration from VPN to Dedicated.
- Person in charge for Hooha Asia website updates. —www.hooha.asia
- Person in-charge for Hooha Asia Newsletter Management.
- Designed and developed Hooha Asia Newsletter.
- Assisted in few technical solving, ad-hoc and special tasks given directly from Company Managing Director.

## SOFTWARE ENGINEER | DOCUFLO (MSC) SDN BHD | JAN 2011 — DEC 2011

- Served as Team Lead on analysis of 3-tier software application system (Insurance System)
- Served as Team Lead on system migration (Insurance System) from Client Based (VB6) to Web based (VB.net).
- Has successfully implemented Software Development Life Cycle (SDLC) during the system migration.

- Lead R&D and software development department into achieving company goals.
- Train developers in SQL and programming skills.
- Design development flowcharts and prepare project management schedules for further module development.
- Involved in management team in technical sales and presentations.
- Lead the testing and commissioning team in products installation and handover.
- Lead the software enhancement and debugging team.
- Redesign company's core product software architecture for 2010 new release.
- Involved in overall restructuring of business marketing as technical system support through CRM system.
- Assigned as assistant lead programmer in development of companies core product the "Chiller Energy Management System" software.
- Developed skills in real time programming, database structure and graphical user interface development using LABVIEW and Microsoft SQL server.
- Developed deep knowledge in green technology and energy management solutions via software development
- Assist in research and development on new products in green technology.
- Assist in research and development for further technological and product enhancements.
- In-charge of version control of product software

## EDUCATION

Bachelor of Information Technology majoring in Information System Engineering, Multimedia University,  
Malacca, Malaysia

## EXTRA CURRICULAR INVOLVEMENT

- Has completed Management Skills for Executives at Work Training
- Has completed Joomla! Content Management System Training
- Has completed Adobe Dreamweaver Training
- Has completed Android Mobile Application Training
- Attended Hackaway Hands-on Workshop
- Attended War Against Cybercrime workshop
- Has completed Business Technology Strategy Course organized by IASA
- Has completed Microsoft Certified Course( Developing Web Application With Visual Studio 2010)
- Attended RSA Conference in Singapore.

## REFERRANCE

Vigneswara Baarathi

012-2218454

Senior Specialist

Maxis Broadband Sdn Bhd

Junaidah Halim

011-12213847

Assistant General Manager

Puncak Niaga Management Services Sdn Bhd