

PERSONAL PARTICULARS

Name: Syahmul Aziz Bin Mohd Mursalin
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Gender: Male
Race: Malay
Nationality: Singaporean
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SUMMARY

I am an all-rounder person whom interest spans many disciplines. I am familiar with front-end development, Arduino, Windows Servers, HTML, CSS, PHP, SQL, LINUX, Objective-C, C/C++, JAVA, CISCO router configuration (RIP, RIPv2, OSPF, and security rules), FB marketing, and growth hacking.

I supervise NOC engineers, manage talents, and heavily involved in the hiring process of new NOC engineers. I have developed 35+ modules for an e-courseware, and performed QA for other e-courseware in ST. I have developed a few custom apps such as a geolocation based prototype on Arduino, integrated with several shields (components) to simulate clients' requirements in Creative Studio 76.

If I can perform the above-mentioned tasks, without prior experience, I believe I can learn any other tasks/skills needed for the job that I am applying for.

EDUCATION

SIM University, Singapore

2014 – 2017

- BSc in Information and Communication Technology (BICT)
- European Innovation Academy participants awarded by Politecnico Di Torino, Turin, Italy.

Singapore Polytechnic, Dover, Singapore

2008 – 2011

- Diploma in Computer Engineering
- Program Certificate in Business
- SPINNOVEX Silver Outstanding Display Award

EXPERIENCE:

Xtremax, Singapore

NOC Engineer

November 2016 – January 2017

- Provide timely response to all issues reported by customers.
- Document the resolution of incidents and problems.

- Manage and observe system, network, application and service alerts.
- React to downtimes, and perform necessary rectifications and escalations where applicable.
- Actively involved in the creation of SOPs where needed.

NOC Team Lead

February 2017 – Present

- Promoted within 3 months because of demonstrated leadership, management potential(s), and fast learning ability.
- Manage and supervise a team of NOC engineers.
- Recruit & train new NOC personnel.
- Act as the Incident Manager for downtimes.
- Assist System Engineers in executing Service Requests and system maintenance where needed.
- Manage IT assets.
- Last drawn salary: +/- \$3400.

ST Electronics (e-Services), Singapore

Assistant Project Executive (Quality Control/Instructional Designer/System Administrator)

December 2015 – August 2016

- Performed quality checks on e-Content development based on Content Governance Framework guidelines.
- Ensured all e-Content is able to run on the designated environment.
- Assisted in supervision of end-to-end development of e-Content with focus on quality.
- Developed 35+ e-learning modules for a courseware using Articulate Storyline 2.
- Provided Instructional Designer (ID) inputs where applicable during e-Content development.
- Uploaded SCORM courseware to a Learning Management System (LMS) on SABA.
- Reason for leaving: Permanent position was not confirmed due to manpower restructuring.
- Last drawn salary: +/- \$2700.

**Creative Studio 76 LLP, 74 South Bridge Road,
#04-01, Wong Shee Fun Building, Singapore 058704**

Mobile & Web App Programmer

July 2013 – February 2015

- Wrote a custom application to allow a user to draw on a MAC using a Leap Motion Controller device.
- Created a geolocation based prototype on Arduino, integrated with several shields (components) to stimulate a client's requirement.
- Partially involved in the development of a flash game for Air Asia, featuring “Taylor Swift: Red Hot Tour” in 2014.
- Developed a rental website for y5buddy.sg.
- Wrote a custom android application that reads frequency signals generated by an Arduino and translate it into simple messages.
- Reason for leaving: Career break.
- Last drawn salary: +/- \$2300.

**Security Industry & Regulatory Department (SIRD), Police HQ, New Phoenix Park /
Police Licensing & Regulatory Department (PLRD), Police Cantonment Complex**
Assistant Processing Officer / Staff Assistant

December 2011 – June 2013

- Handled hotlines.
- Processed security officer licences.
- Assisted the Assistant Licensing Officer (ALO) in processing appeals.
- Assisted the ALO in revoking security officer licences.
- Attended walk-in security officer queries.
- Supervised and managed the reservists.
- Generated monthly statistics.
- Received a commendation from the Commissioner of Police.
- NSF outstanding performance (Top 10%).
- Reason for leaving: ORD.
- Last drawn salary: +/- \$1000

Apex IT Rentals, Singapore

IT Support

April 2011 – May 2011

- Tested and graded the condition of LCD monitors.
- Commissioned / decommissioned IT equipment(s) (PCs, printers, etc).
- Installed RAMs and network cards.
- Verified the functionalities of the IT equipment(s).
- Reason for leaving: End of projects.
- Last drawn salary: +/- \$1300

ST ELECTRONICS (INFO-SOFTWARE SYSTEM), 1 Ang Mo Kio Electronics Park Road #04-01 Singapore 567710

IT Helpdesk Intern

September 2009 – October 2009

- Opened, updated, and closed tickets using Incidence Management System (IMS).
- Collaborated and liaised with Onsite Engineers (OE) to ensure that end users problem has been solved.
- Ensured that server has been backup up successfully on daily basis.
- Reason for leaving: End of attachment.
- Last drawn salary: \$450

SKILLS:

- Familiar with JAVA, Objective-C, C, C++, SQL, Tcl PHP, jQuery.
- Familiar with TCP/IP/LAN/DNS/DHCP/WLAN networking.
- Familiar with Windows server 2000/2003/2008/2008R2/2012R2.
- Sound knowledge of HTML & CSS.
- Basic knowledge of Arduino development.
- Basic knowledge of Articulate Storyline 2.

ADDITIONAL INFORMATION :

- Expected Salary: \$4000.
- Date of Availability: Around 3 months.