

## ZHAFRI FAKRI BIN AHMAD ZAKI

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### PERSONAL PARTICULARS

Date of Birth : 2 February 1991      Nationality : Malaysia  
Place of Birth : Kuala Lipis, Pahang      Marital status : Single

### EDUCATIONS

2011 – 2015      **Bachelor of Information Technology (Honours)**  
International Islamic University Malaysia (IIUM)  
CGPA: 3.069  
2009 – 2011      Centre for Foundation Studies IIUM, (CFSIIUM)  
2004 – 2008      SBP Integrasi Pekan

### WORKING EXPERIENCE

POSITION	COMPANY	JOB DESCRIPTION	PERIOD
HR MANAGEMENT SYSTEM SUPPORT	myQuickHR Sdn. Bhd.	<b>i) System Support-</b> Perform customer services functions by answering customer requests and questions ad hoc, Implement and ensure adherence to security and data standards ,Ensure system test according to testing policy and standard ,Provide first line support on the system after completion of the implementation project, Troubleshooting system errors, Following up on unresolved issues via online support system and ensure that resolution takes place within agreed SLA  <b>ii) System Implementation-</b> Develop test plan, test scripts and review the testing result to ensure the system development is in accordance with the documented client requirements, Conduct training to client user team as part of the transition, Understand and document client requirements, Configured system to meet client's requirement.	March 2018- Present
FIELD SUPPORT ENGINEER	Brilliance Information Sdn. Bhd	<b>i) Technical support:</b> Help to troubleshoot the customer computer hardware problems, setup and installation for new computer hardware, server installation,	December 2015 – February 2018

		performing preventive maintenance (PC, server & network). <b>ii)Application support:</b> Help to troubleshoot the issue found in the system, Log the issue found to Helpdesk, escalate the issue to the right party, follow up until the issue solved, performing regression testing, running a simulation test in the preproduction environment	
INTERN	KPJ Damansara Specialist Hospital	-IT Trainee i)Help desk and technical support: Handle problem involving computer hardware, systems and network	February 2015- July 2015

#### EXTRA-CURRICULAR ACTIVITIES

- **Intensive Communicative English Program for SPM Leavers** – 2013, Facilitator, National Level
- **28<sup>th</sup> IIUM Convocation Fiesta** – 2012, Committee, University Level
- **Cyber X** – 2013, Committee, Society Level
- **Game of Clue** - 2013, Committee, Society Level.
- **SKMM Talk-2013**, Participant, Society Level

#### RELEVANT SKILLS / STRENGTHS

##### Soft Skills:

- Problem solving skill: To answer and solve all the inquiry and problem that reported by client.
- Interpersonal skill: Communicate with different stakeholders and team members in order to solve an issue or deliver a project.
- Highly motivated: Always eager to complete the task assigned.
- Willing to learn: Always interested to learn and acquire a new knowledge.

##### Language Proficiency:

Language	Speaking	Writing	Reading
Bahasa Melayu	Excellent	Excellent	Excellent
English	Excellent	Excellent	Excellent

##### Skills & Knowledge

Skills	Details
Programming & Database	SQL Database, MySQL, PL/SQL, HTML
System & Technical Support	Client support through email and phone, system support, PC troubleshoot, basic network
Windows Server	Active Directory Service, Hyper-V, MSSQL
Testing Skills	Manual testing, Test Script Preparation, Handle UAT session
Others	Microsoft Office, Human Resources, Apache Tomcat