

## NOOR ARIZELL HISYAM BIN MAT TAHIR

JOHOR / KUALA LUMPUR, MALAYSIA

IT SUPPORT | IT TECHNICIAN | SYSTEM ADMINISTRATION | TECHNICAL SUPPORT

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### PROFESSIONAL SUMMARY

IT Technician with 8+ years of hands-on experience in government-sector IT support, large-scale infrastructure management for 100+ staff across HQ and Johor, system administration, and end-user technical assistance. Experienced in managing critical server security (eScan & Kaspersky), network troubleshooting, government system administration (DDMS user access registration), and official agency email accounts.

Hands-on experience in web application development using PHP, HTML, CSS, Bootstrap and MySQL (such as the STICTRIS system). Additional background in GIS projects, multimedia, public emceeing, and theatre performance. Seeking to transition into the private sector.

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### CORE TECHNICAL SKILLS

#### IT Support

- Hardware & Software Troubleshooting
- PC & Laptop Troubleshooting
- Windows 10/11
- Software Installation & Configuration
- LAN / Wi-Fi Troubleshooting
- TCP/IP Fundamentals
- Printer & Peripheral Support
- End-User Technical Support
- ICT Equipment Deployment & Maintenance
- Basic IT Infrastructure Support
- Technical Documentation

System & Server Administration

## **WEB DEVELOPMENT**

- PHP
  - HTML
  - CSS
  - Bootstrap
  - MySQL
  - Database-Driven Web Applications
  - Basic Web Application Development
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## **PROFESSIONAL EXPERIENCE**

### **COMPUTER TECHNICIAN FT1**

**RISDA, Malaysia**

**2018 – Present**

- Provide day-to-day technical support and troubleshooting for computer hardware, software, operating systems and peripheral devices.
- Diagnose and resolve PC, laptop, printer, software and network connectivity issues for end users.
- Support Windows-based environments through software installation, configuration, maintenance and troubleshooting.
- Perform basic LAN and Wi-Fi troubleshooting and assist with network-related technical issues.
- Conduct ICT equipment checking, maintenance and technical inspections across multiple offices and districts.
- Support ICT equipment rental and deployment activities, including equipment condition checks and technical requirement verification.
- Assist with ICT projects, technical inspections and ad-hoc assignments involving multiple departments and locations.
- Communicate with technical and non-technical users to identify problems, explain solutions and provide practical technical assistance.
- Support time-sensitive organizational requirements while managing multiple technical and operational tasks.
- Managed comprehensive ICT infrastructure and technical support for 100+ staff across headquarters (HQ) and the Johor state office.
- Administered and maintained security servers (eScan & Kaspersky), executed emergency data backup protocols, and managed system maintenance.
- Handled government system administration, specifically managing DDMS user access registrations and administering official agency email accounts.

- Diagnosed and resolved complex network connectivity issues, including faulty switches and DNS errors.
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## **SELECTED TECHNICAL PROJECTS**

### **STICTRIS - INTERNAL ICT BOOKING SYSTEM**

- Developed a web-based internal ICT booking system to streamline ICT equipment and service booking processes.
- Built application components using PHP, HTML, CSS, Bootstrap and MySQL.
- Implemented user login and administrative functionality.
- Worked with database-driven application logic, user interface design and system workflow.
- Gained practical experience in developing a functional internal web application from concept to implementation.

### **GIS-RELATED PROJECT**

- Participated in a GIS-related project involving geographical information technology.
  - Assisted with technical aspects of GIS-related activities and explored the application of GIS technology within the organization.
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## **ADDITIONAL PROFESSIONAL EXPERIENCE & TALENTS**

### **MULTIMEDIA & DIGITAL CONTENT**

- Produce organizational videos, montages, posters and digital materials using video-editing and graphic-design tools.
- Provide photography and videography support for organizational events and activities.
- Operate and produce content using smartphone and action-camera equipment.
- Handle last-minute multimedia requirements while working within organizational deadlines.

## **PUBLIC SPEAKING & EVENT HOSTING**

- Experience in public speaking, event hosting and emceeing.
- Comfortable presenting information and interacting with audiences in formal and informal settings.
- Able to communicate technical or general information in an approachable and understandable manner.

## **PERFORMANCE & CREATIVE COMMUNICATION**

- Theatre acting experience, including live stage performance.
- Experience in character performance, storytelling and audience engagement.
- Able to adapt communication style according to different audiences and situations.

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## **ADDITIONAL PROFESSIONAL STRENGTHS**

- Problem Solving
- Troubleshooting
- Communication
- Presentation Skills
- Public Speaking
- Team Collaboration
- Adaptability
- Creative Thinking
- Independent Learning
- Event Support
- Technical & Non-Technical User Interaction
- Working Under Pressure
- Time Management

## **EDUCATION**

### **SIJIL SISTEM KOMPUTER DAN SOKONGAN**

KOLEJ KOMUNITI KLANG

2017

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## **CERTIFICATIONS & TRAINING**

**Selected certifications and training are available on LinkedIn.**

- Managing Modern Desktop / Supporting & Troubleshooting Windows 11
  - Web Hacking & Intrusion
  - Why Cloud?
  - Why Infrastructure as Code?
  - Why Git & GitHub?
  - Generative AI Tools: ChatGPT for Modern Work
  - ArcGIS Pro Basic & Georeferencing
  - Competency Course for Grade F19 – Grade F44 (Technical Track)
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## **LANGUAGES**

- Bahasa Malaysia - Native
  - English - Professional Working Proficiency
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## **INTERESTS**

Technology, Cybersecurity, Web Development, Content Creation, Theatre, Public Speaking, Travel, Photography, Music.