NOOR ARIZELL HISYAM BIN MAT TAHIR

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IT SUPPORT ENGINEER | IT SERVICE DESK | DESKTOP & END-USER SUPPORT

PROFESSIONAL SUMMARY

IT Support professional with 8+ years of experience supporting 100+ users across RISDA Headquarters, 6 state offices and 7 district offices. Experienced in SLA-driven incident management through a ticketing system (Elan-10), remote troubleshooting, Active Directory user and domain administration, Microsoft 365 and user access management. Known for explaining technical solutions clearly to non-technical users. Focused on IT support, service desk and desktop support, with a growing interest in system administration.

CORE TECHNICAL SKILLS

- **Service Management:** incident management, ticketing system (Elan-10), ticket logging, incident prioritisation, escalation, SLA
- **End-User & Desktop Support:** Windows 10/11, hardware and software troubleshooting, Windows imaging and OS reinstallation, software installation and configuration, printer and peripheral support, remote support (AnyDesk, TeamViewer, Chrome Remote Desktop)
- **Identity, Access & Collaboration:** Active Directory (domain join, user account management, password reset, account unlock), Microsoft 365 (multi-device setup), user access provisioning (DDMS), email account administration
- **Networking:** LAN / Wi-Fi troubleshooting, network cabling (Cat5, Cat5e, Cat6, Cat6A), TCP/IP fundamentals, switch and DNS issue diagnosis, VPN / secure remote access (Akamai)
- **Security & Systems:** eScan and Kaspersky security server administration, endpoint protection, emergency data backup, routine system maintenance
- **Web Development (Foundational):** PHP, HTML, CSS, Bootstrap, MySQL

PROFESSIONAL EXPERIENCE

IT Support Technician (Juruteknik Komputer FT1) | RISDA (Rubber Industry Smallholders Development Authority), Malaysia | 2018 – Present

- Provided end-to-end IT support for 100+ users across RISDA Headquarters (4 departments, 2 computer labs and 5 state offices: Kedah, Sabah, Sarawak, Selangor and Negeri Sembilan; 2018–2025) and the Johor state office with 7 district offices (2026–present), covering desktops, laptops, printers, software and network connectivity.
- Logged, prioritised and resolved incidents and service requests in the organisation's ticketing system (Elan-10), meeting internal response targets (SLA).
- Escalated unresolved issues to vendors and relevant units and followed up through to closure.
- Provided remote troubleshooting via AnyDesk, TeamViewer and Chrome Remote Desktop, resolving user issues without onsite visits.
- Administered Active Directory: joined workstations to the domain and managed user accounts, password resets and account lockouts.
- Supported Microsoft 365 for directors and IT staff, including app installation and activation across multiple devices per user.
- Managed user access provisioning through DDMS registrations and administered official agency email accounts.
- Performed Windows imaging, OS reinstallation and setup for 100+ PCs and laptops, including restoring PCs with corrupted operating systems.
- At headquarters (2018–2025), administered eScan and Kaspersky security servers protecting endpoints across RISDA nationwide; also executed emergency data backup procedures.
- Explained technical issues and solutions clearly to both technical and non-technical users.

SELECTED TECHNICAL PROJECT

STICTRIS – ICT Equipment & Service Booking System (Organisational Innovation Project) | PHP • HTML • CSS • Bootstrap • MySQL

- Built a web-based ICT equipment and service booking system for an organisational innovation programme, from concept to a functional application.
- Implemented user login, admin functions, database-driven booking logic and workflow so staff could request and track equipment online.

CERTIFICATIONS

Google IT Support Professional Certificate | Coursera | In Progress

EDUCATION

Certificate in Computer Systems and Support (Sijil Sistem Komputer dan Sokongan) | Kolej Komuniti Klang | 2017

APEL.A Certificate (Accreditation of Prior Experiential Learning) for entry to a Bachelor's degree in Computer Science | Malaysian Qualifications Agency (MQA) | 2026

TRAINING & COURSES

Managing Modern Desktop / Supporting & Troubleshooting Windows 11 • Why Cloud? • Why Git & GitHub? • Generative AI Tools: ChatGPT for Modern Work • Competency Course for Grade F19 – F44 (Technical Track). Full list on LinkedIn.

LANGUAGES

Bahasa Malaysia (Native) | English (Working proficiency)

ADDITIONAL STRENGTHS

Public speaking, event hosting and emceeing; comfortable presenting to technical and non-technical audiences.