Shaufi Shamsul
Senior Support Engineer

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CAREER PROFILE

With six years of IT experience, I specialise in system administration, cloud technology, IT support, and application support. My recent projects include leading a DevOps initiative, where I utilised Python, BASH, Ansible, and Terraform, and developing a minimal open-source terminal note-taking application. I hold certifications in Red Hat and Kubernetes, and I am keen to contribute my skills and knowledge to the industry. My proficiency with Unix-like systems is extensive, with a strong background in Linux, OpenBSD, and macOS.

SYSTEMS

- *OS* – Linux, Unix, OpenBSD
- *Cloud* – AWS, Azure
- *Container* – K8s, Docker, CKA
- *Auto* – Ansible, Terraform
- *Frameworks* – ITILv4
- *Scripting* – Bash, Python

COMPETENCIES

- *Problem-Solving* – Proficient in swiftly resolving technical issues
- *Results-Driven* – Focused on achieving measurable outcomes
- *Communication* – Experienced in team collaboration and customer-facing roles
- *Adaptability* – Quick to adapt to new technologies and environments

PROFESSIONAL EXPERIENCE

SENIOR APPLICATION SUPPORT　　　　　　　　　　　　　　　　　　　　　　　　　**APRIL 2022 - Present**
Ingram Micro
Managed Service and Application Technical Support.

Key Responsibilities
- Provided technical application support to customers, resolving issues through email, phone calls, and remote sessions.
- Took on additional responsibilities in managed services and professional services, specifically in the Microsoft and billing modules, ensuring service continuity during organisational restructuring.

Achievements
- Facilitated a smooth relocation from Malaysia to Australia, ensuring seamless support service continuity.
- Supported the establishment of the Brisbane Support team.
- Managed workloads under tight schedules to compensate for a reduced number of engineers in the APAC region.
- Trained and mentored new engineers, enhancing team efficiency and effectiveness.

SENIOR TECHNICAL SUPPORT ENGINEER　　　　　　　　　　　　　　　　**DECEMBER 2020 – March 2022**
Datacom
Application Technical Support

Key Responsibilities
- Delivered technical application support, addressing issues through email and phone calls.
- Managed independent weekend and morning shifts, ensuring uninterrupted 24/7 support coverage.

Achievements
- Promoted for outstanding performance.
- Pursued and obtained RHCSA, ITILv4, and CKA certifications, demonstrating commitment to professional growth.
- Specialized in Virtual Machine/Containerisation modules, significantly enhancing service quality and reducing resolution times.
- Contributed to improving internal documentation, leading to streamlined processes and shortened ticket resolution times.

TECHNICAL SUPPORT ENGINEER   **OCTOBER 2019 – November 2020**
Datacom
Application Technical Support

Key Responsibilities
- Provided technical application support, focusing on issue resolution through email and phone.
- Managed weekend shifts independently, ensuring consistent 24/7 support.

Achievements
- Demonstrated rapid learning and implementation of new technologies, leading to smoother customer support transitions.
- Developed more efficient methods for resolving locale/translation issues, significantly reducing troubleshooting time.

SYSTEM ADMINISTRATOR   **AUGUST 2018 – September 2019**
Clinipath Sdn Bhd
System Administrator and IT Support

Key Responsibilities
- Supported legacy systems for pathology operations, including hardware and software maintenance.
- Provided nationwide IT support across multiple branches, addressing OS, networking, and hardware issues.

Achievements
- Automated legacy operations using Linux VMs, Python, Bash scripts, and AutoHotkey, doubling productivity and reducing manpower requirements.
- Implemented robust network security protocols, safeguarding data integrity and preventing breaches.
- Successfully established IT infrastructure for new branches, supporting the company's expansion plans.

EDUCATION

Bachelor of Computer System Security   **September 2014 – June 2018**
UniKL Malaysia Institute of Technology

CERTIFICATIONS

- **ITILv4 Foundation Level** (2021) | People Cert - 9980053873459134
- **Certified Kubernetes Administrator (CKA)** (2021) | The Linux Foundation - LF-r0ajlcjw5p
- **Red Hat Certified System Administrator (RHCSA)** (2020) | Red Hat - 200-103-687
- **Certified Ethical Hacker v9 (CEH)** (2020) | EC-Council - ECC89923500614

ADDITIONAL INFORMATION

- *GitHub* – github.com/sshaufi
- *LinkedIn* – linkedin.com/in/shaufishamsul
- *Citizenship* – Malaysia
- *Visa Status* – TSS 482
- *Availability* – Available to relocate

REFERENCES

References are available upon request