

MOHD HAIRI ZULKIFLI

SENIOR IT EXECUTIVE

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Personal Details:

Malaysian | B2 D | 25 March 1988



PROFESSIONAL SUMMARY

IT professional with 15+ years of experience across IT Operations, Infrastructure Support, Microsoft 365 Administration, AWS Cloud Support, Disaster Recovery, Vendor Management, Asset Management, SOC exposure, and enterprise technical support. Experienced in financial services, healthcare, hospitality, and corporate environments, with a strong record of supporting business-critical systems, improving service reliability, coordinating vendors, maintaining IT documentation, and delivering user-focused technology operations. ITIL 4 Foundation Certified and currently pursuing AWS Certified Cloud Practitioner certification.

PROFESSIONAL EXPERIENCE

Senior IT Executive, AEON INSURANCE BROKER (M)

May 2024 to Present

Kuala Lumpur

- Administer Microsoft 365 user accounts, mailboxes, access controls, security settings, and license assignments to support secure business operations.
- Deliver daily IT operations support by resolving incidents, service requests, user onboarding needs, endpoint issues, and application access requirements.
- Support AWS cloud operations, including deployment activities, infrastructure monitoring, maintenance coordination, and operational troubleshooting.
- Manage backup monitoring and recovery readiness to support disaster recovery, business continuity, and operational resilience requirements.
- Oversee IT asset lifecycle management covering procurement, inventory tracking, allocation, maintenance, audits, renewals, and disposal.
- Coordinate vendors, suppliers, quotations, contracts, renewals, service delivery, and technology support requirements.
- Support SOC-related activities, including security monitoring, incident handling, access reviews, and cybersecurity improvement initiatives.
- Perform application deployment support, web patch releases, SQL update coordination, and infrastructure changes with developers and vendors.
- Develop and maintain SOPs, IT policies, technical guides, asset records, support documentation, and operational procedures.

IT EXEC, INTERCONTINENTAL HOTEL KUALA LUMPUR

Nov 2023 to May 2024

KUALA LUMPUR

- Develop and implement IT strategies and initiatives to support the hotel's business objectives
- Manage the day-to-day operations of the hotel's IT department, including network administration, system maintenance, and user support
- Oversee the installation, configuration, and maintenance of hardware and software systems, including property management systems (PMS), point of sale (POS) systems, and security systems
- Ensure compliance with data security and privacy regulations
- Identify and assess emerging technologies and trends to enhance hotel operations and guest experiences
- Collaborate with other departments to implement technology solutions that improve efficiency and productivity
- Manage vendor relationships and contracts for IT products and services
- Develop and maintain IT policies, procedures, and documentation
- Provide training and support to hotel staff on IT systems and procedures

CUSTOMER ENGINEER / OSA HP PRINTER, DATAPREP HOLDING BHD**Dec 2014 to Nov 2023**

Petaling Jaya

1. Base in CIMB Menara Southern Bank as a Customer Engineer.

- Resolves clients' request or problems at customer sites in the areas of desktops peripherals, Network hardware, Desktop OS, servers and others peripherals or related software.
- Serves as primary support liaison between Company and customer and attend to customer onsite.
- Keep customer informed of the work done after resolution and keep customer update on the status and action plan when problems pending.
- Involved in any additional follow-up, testing and troubleshooting.
- Prepare and submit status/project/service report timely.
- Update project, calls status real time to Call Center or Helpdesk.
- Adhere to ISO standards as required by the Company.
- Conveys customer feedback to Supervisor, Quality Team or Operation Manager.
- Ensure that check and maintain own warehouse regularly.

2. Base in WISMA CIMB Bank as a OSA HP Printer Engineer (starting 1stJun 2019)

- Resolves and troubleshoot HP Printer issue at customer sites including assembling and disassembling part.
- Involved in Deployment new HP printer across klang valey cimb site.
- involved in any additional follow-up, testing and troubleshooting.
- Prepare and submit status/project/service report timely.
- Keep track of any toner stock in records and return part once used timely.
- Perform any CIMB scan to email push solution request nationwide using WJA and HPAC print server including other remote server task.
- Provided excellent customer service and resolved customer issues

Webmaster, THE ROYALE CHULAN HOTEL KUALA LUMPUR**Apr 2014 to Dec 2014**

Kuala Lumpur

- Maintain website for the hotel.
- Manage and update the hotel official social media sites ie: Facebook, flickr, twitter on daily/weekly basis.
- Manage, monitor and update Food & Beverage Promotions that are displayed on the TV Screens all around the hotel on daily/weekly basis.
- Design , update and disseminate the monthly email footer to all staff/department heads.
- Assist Graphic Designer on designing artwork such as poster, banner,bunting, menu, etc.
- Take photographs of all even organized by the hotel as well as other high profile even including the shots of local international dignitaries.

IT EXEC, SYSTEMATIC CONGLOMERATE SDN BHD**Apr 2013 to Mar 2014**

Selangor

- Position as **IT Exec** , work at hospital selayang under itd department.
- support end users in general day to day computer operations
- support MS-Office applications, which include Word, Excel, Power Point and Outlook.
- advice end users on work processes improvement through innovative use of office applications.
- Install and test application client software at end users' PCs
- Install and test device drivers
- Trouble shoot operating system errors and hardware errors
- Provide training to end users on basic computer operations

Service Engineer, PAYLINK GLOBAL SDN BHD**Mar 2011 to Dec 2012**

Petaling Jaya

• Position as Senior Service Engineer

- Networking.
- To make sure the E-pay kiosk that been provided by company is up and running all the time.
- Need to make sure that all of the software and hardware is in good condition before deploy it to the place that been set by management.

- Do money collection for each kiosk every tuesday & thursday depend on amount that have in bill acceptor.
- Onsite troubleshoot hardware or software problem.

Bench engineer, HEWLETT PACKARD MALAYSIA TECHNOLOGY SDN.BHD

Mar 2010 to Mar 2011

Kuala Lumpur

- Position as **Bench /Onsite Engineer**
- I work in a team and undertaking a variety of notebook repair.
- Mostly of my work repairing, prepare quotation, repairing under warranty notebook; liaise with customer at front counter on notebook problem and also on phone call.
- I responsible to handle/troubleshoot consumer and business unit even high end example model probook, elitebook, HDX, G42, DM4 and etc.
- After 3 month training and confirmation, i was assigned to work onsite which i have to do IT services from office to office.
- My job scope including repairing pc, notebook from software to hardware.

General Clerk, COTRA ENTERPRISE SDN.BHD KNOWN AS MALAYSIA MILK SDN BHD

Jun 2009 to Jan 2010

Petaling Jaya

- **General Clerk**
- Responsible to do all admin work.
- Transfer key in data to handheld.

EDUCATION

Politeknik Tuanku Syed Sirajuddin, Perlis , PERLIS

Jan 2007 to Dec 2009

Certificate Information Technology

Graduated

Sekolah Menengah Kebangsaan Putrajaya 2 , Putrajaya

Jan 2003 to Dec 2005

SPM

Sekolah Menengah Kebangsaan Putrajaya 2 , Putrajaya

Jan 2000 to Dec 2003

PMR

LINKS

[linkedin](#)

AREAS OF EXPERTISE

- | | | | |
|-----------------------------|----------------------------|----------------------------|------------------------|
| • Fast Learner | • Leadership | • Communication | • Ability to Multitask |
| • Ability to Work in a Team | • Communication Skills | • Microsoft Excel | • Computer Networking |
| • Microsoft Office | • Hardware Troubleshooting | • Computer Troubleshooting | |

HOBBIES

photography, video editing, jogging

ADDITIONAL EXPERIENCE

Practical student , NEEZE DOT.COM

Gombak , Kuala Lumpur

- Install, repair and maintain networking and computer equipment in primary and secondary school in Gombak area
- Locate faults, referring to computer problem and schematic diagrams and using test equipment.
- Repair or replace items such as motherboards, burnt out fan and other components of computer hardware
- Design Website for UIAM, Kastam Terengganu and JBA Johor

- Responsible for loading new software and systems on existing equipment.
- Tested systems to ensure the elimination of bugs or viruses.
- Responsible for performing troubleshooting activities prior to the implementation of new systems.
- Assisted with the repair of computer systems on site and for existing customers and the maintenance of client documentation.
- Performed upgrades on existing computer systems

LANGUAGES

English, Malay

PROFESSIONAL TRAINING

Adobe Certificate Expert in Dreamweaver CS3, Adobe

Jan 2009 to Jan 2009

ITIL 4 Foundation Certified , People Cert

Mar 2025 to Mar 2028

EXTRACURRICULAR ACTIVITIES

- Committee Member of Prefect in Smk Putrajaya 2 (Form 5)
- Vice president of “Kelab Skim Pinjaman Buku Teks”- SMK Putrajaya 2 (Form 5)
- Committee Member of “Bengkel Karikatur” organized by “ Taman Warisan Pertanian , Putrajaya” - SMK Putrajaya 2
- Committee Member of “Kelab Kayak”- SMK Putrajaya 2.

REFERENCES

Ms Virakwan a/p Wan Kelian from IT Lecture, Politeknik Tuanku Syed Sirajuddin

012-5042521 | Virakwan@yahoo.com

Raja Lukman Bin Raja Mamat from CIMB

0134364365 | lukman.yusof.cimb.com

Nur Fariza Bt Zahari from CIMB

0192070898 | Fariza.zahari@cimb.com

ACCOMPLISHMENTS

Modernization & Cloud

Led Windows 10 to Windows 11 migration for **50 notebooks**, supported Microsoft 365 migration and licensing, and supported AWS cloud operations.

Resilience & Security

Led Disaster Recovery Simulation exercises and recovered nearly **500 CIMB notebooks** after a ransomware incident.

Infrastructure Delivery

Delivered HP printer deployment projects and participated in CIMB branch relocation projects with minimal service disruption.

Business Systems & Recognition

Coordinated Agiliux Core Insurance System implementation and was awarded Staff of the Month at InterContinental Hotel.