

AZREN ROSIDI

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Desktop Engineer and IT Support Technician with four years of experience in end-user support, Active Directory, SCCM, software deployment, patch management, incident resolution, and SLA-driven service delivery.

EDUCATION

UNGKU OMAR POLYTECHNIC

Ipoh, Perak, MY

Diploma in Information Technology, Major in Software and Application Development | Dec 2018 – Feb 2022

SEGAMAT COMMUNITY COLLEGE

Segamat, Johor, MY

Malaysian Skills Certificate (SKM), Major in Computer Systems and Networking | Mar 2017 - Aug 2018

WORK EXPERIENCE

NCS GROUP PTE LTD

Singapore, SG

Desktop Engineer

Jul 2024 – Jul 2026

- Proactively identified service risks and implemented corrective actions to maintain SLA compliance.
- Documented system configurations and prepared audit-ready reports to support compliance and transparency.
- Coordinated hardware replacements with vendors, minimizing impact on client operations.
- Administered Active Directory user accounts, including password resets, provisioning, and deactivation.
- Administered local servers and used SCCM for software deployment, patch management, and remote updates.
- Led platform implementation and upgrade projects, aligning delivery with client specifications and timelines.
- Standardized facility and IT practices across departments, improving operational consistency.
- Communicated project progress and technical insights through structured reporting to stakeholders.

CJ CENTURY LOGISTICS HOLDINGS BERHAD

Gelang Patah, Johor, MY

IT Support Technician

Mar 2022 – Mar 2024

- Provided end-user support for computers, hardware, software applications, and email, including installation, configuration, maintenance, and troubleshooting.
- Maintained and updated inventories of technology hardware, software, and related resources.
- Monitored antivirus protection, email usage and storage, shared files, and user network access; performed quarterly preventive maintenance for end-user systems.
- Maintained and updated technical documentation.

UNIVERSITY PROJECTS

ANTI-THEFT SECURITY SYSTEM Dec 2020

- Built a Python-based anti-theft security system with a three-person team.
- The system monitors and alerts users via a sensor, transmitting movement signals to the Raspberry Pi, which captures or records the movement and stores it in Google Drive.

ADDITIONAL

Technical Skills: Desktop support, end-user support, hardware and software troubleshooting, Active Directory, SCCM, software deployment, patch management, Windows server support, network administration, NFS, incident management, service request management, technical documentation

Languages: Malay (native); English (fluent)

Certifications & Training: Google IT Support Professional Certificate [2023] (Online - Coursera), SC-900T00 - Microsoft Security, Compliance, and Identity Fundamentals [2023] (Online - Trainocate), MSDP-COPW – Microsoft Copilot Quick Glance Workshop [2024] (Online - Trainocate), MPE_MIDJ – Google Cloud Big Data & Machine Learning Fundamentals [2024] (Online - Trainocate)