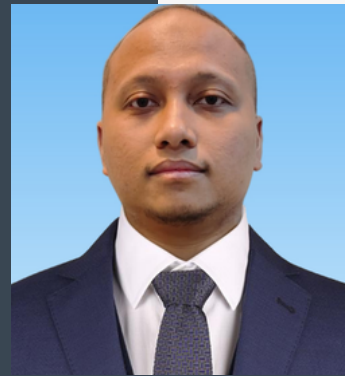


Muhamad Affindi

IT SERVICE DELIVERY CLOUD & AUTOMATION



With 13 years of working experiences in IT environment and 3 years in Cloud Operation, as key team player with relevant aptitude and positive attitude. Proactively seeking to upskill and upgrade in Information Technology field. To involve new projects to broaden my skills, knowledge and be able to make positive contribution

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SIGNIFICANT COURSEWORK OR TRAINING:

- MCP 2003/MCSA/MCSE
- Managing and maintaining Server 2003
- Server Virtualization with Windows Server Hyper-V and System Center
- ITIL Foundation V2 & V3
- VMware Vsphere ICM
- PMP (Planned Exam with PDU 60Hour)
- AWS Cloud Practitioner Essentials
- AWS SysOps Associate
- Azure Fundamental
- Terraform Associate
- Devop Bootcamp

Technical Skills

- Private Cloud Hybrid / Functional Report
- VMware
- Basic SQL query
- Powershell Script
- Windows Hyper-V
- HP Integrated Virtual Machine
- AWS
- Azure & Azure Devops
- Terraform
- ITIL Fundamentals Process V2 & V3
- Docker and Containerization.

Education History

Diploma In Computer Science/Information Technology - University Putra Malaysia
OCT 2001 - OCT 2005

Specialization fields in computer science. Achieved through a completion of academic course work in the major fields with an independent projects.

Work History

Cloud Automation • Group Avows

DEC 2025 - PRESENT

- Debug and resolve incidents promptly to minimize downtime and disruptions
- Deliver enhancements to the automation platform that improve functionality and user experience.
- Supervise and monitor the group automation platform to ensure optimal performance
- Making changes to the hosted (internal) and on premise (external) installation scripts when necessary.
- Collaborate with cross-functional teams to identify automation needs and implement solutions.
- Maintain documentation of system configurations, incident resolutions, and enhancement processes
- Fluent with Powershell scripts and ARM templates.
- Infrastructure Automation Tools – Proficiency in Ansible,Terraform

Cloud Reliability Analyst • Epicor (M) Sdn Bhd

APR 2024 - NOV 2025

- Supports and troubleshoots automated application deployments, CI/CD pipelines, product upgrades, customer go-lives, and other planned cloud activities.
- Serves as a technical subject-matter resource to Tier 1 Cloud Operations and other internal teams
- Monitoring of performance metrics for all sites using App Insights/ App Dynamics,Solarwinds and following up if problems are found (either by digging into the issue or by passing to support / Dev teams).
- Manages incidents, requests, and operational tasks through ServiceNow in accordance with established priorities, escalation paths, and service-level agreements
- Ongoing performance tweaks to the SQL configurations, such as refresh DB, CPU/Memory utilization on DB.
- Making changes to the hosted (internal) and on premise (external) installation scripts when necessary.
- Administers and supports production environments hosted on Microsoft Azure, including virtual machines, storage, networking, containers, and Kubernetes services.
- Maintain/create a variety of other scripts that the SaaS Ops / Support teams use on a need basis.
- Building and maintaining Azure Devops Pipelines.
- Fluent with Powershell scripts and ARM templates.

Project Involvement E&O
2018 - Migrate to HCI (VSAN)

- Physical Old server to HCI (HPE Gen9)
- Involvement P2V
- Network Trunking
- Validation UAT

Project Involvement HGB
2023 - Google Workspace to O365

- Scheduling Kickoff until UAT
- Involvement in admin training with Engineer and User
- Document review with Solution Architect
- Validation UAT

2023 - DR Activity BSN

- Involve with vendor ,sign off,CutOff session (VSTEC,BlueFortress)
- Scheduling with Platform,DB Team , Application Team (Oracle,RPP/HSM, Windows/Linux)

Work History

Assistant Manager IT • KAF Digital Bank

OCT 2023 - APRIL 2024

- Lead small operation managed services team to tackle any disruption and blockers on Infra and application level(e-KYC - Onfido, Core Banking - Temenos - Aspire, Azure Landing zone Prod and DR)
- Ensure system, network infrastructure and service support are carried out in compliance with regulatory requirements and IT policies and procedures .
- Commission and maintain the operating environment of all server based including Cloud based systems, including applications that runs for Digital banking
- Performs support for service interruptions
- Monitors system performance, gathers data, and prepares KPI for system and application
- Knowledge of structured systems support methodologies(ITIL)

Project Coordinator • Softline Solution

JAN 2023 - SEPT 2023

- Managing small size of projects (Remotely)
- Ensuring continuity of project implementation in portfolio and achieving strategic goals in time
- Project monitoring (Timeline/Customer Satisfaction/CRM Update/Project Servers Update/Tasks Assignment)
- Project Risk Management (Analyze the project risk/Costs impact/Resources Risk)
- Overall Project Update to Management (Bi-weekly/Monthly)

ITIO Cloud Service Delivery • DXC Technology

JAN 2019 - NOV 2022

- Monitoring on various of account and hub, support on automation, resources, and platform such as AWS EC2,ELB.
- Validating all application such as HPSA, CSA, DB SQL and JSON script always in good deliverance to user.
- Integrate private cloud - HP CSA, HP OO and HPSA to monitor successful Public/Private cloud server deliverance.
- Managing 4 internal companies(MFI,HPE,HPI & DXC) with over nearly 10k of cloud hybrid server with vMware and AWS technologies back-end.
- Identified irregularity on cloud subscription deliverance whenever needed.
- Liase info with Dev team on major failure cloud deliverance
- Handling incident,change and request using ServiceNow and through various tools with different companies.
- Minimize error when deliverance of cloud server. Optimize all services whenever critical issue occur.
- Experiencing SQL query ,JSON scripting and vmware powercli to monitoring cloud deliverance

Project Involvement KAF Digital Bank
2023 - 2024

- Disaster Recovery Readiness
- Health Check Phase 2 And Phase 3
- Network
- Validation Core Banking SIT & UAT

Referees

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+6(019)2357843

Work History

Senior IT Exec • Eastern & Oriental Berhad

FEB 2018 - JAN 2019

- Maintain overall infrastructure system and network security such as network integration; virtualization; mobile infrastructure; web hosting; IT risk and security; data backup and recovery; and server administration
- Contribute as a member of the team to implement projects relating to infrastructure and service delivery Work closely with vendors, cross functional teams and project stakeholders to ensure support and project is delivered within the agreed scope, budget, time and quality

IT Consultant II • HPE Multimedia

MAR 2013 - OCT 2017

- Knowledge of, and experience supporting, Microsoft Windows Server 2003/2008 • Understanding of networking, system management, VMware, Hyper-V Windows Server operating system
- Experience with trouble ticketing and request management tools
- Provide Microsoft Server and VMware support for HP Enterprise Services World Wide

Windows Specialist II • DKSH (M) Sdn Bhd

MAY 2012 - MAR 2013

- Commission and maintain the operating environment of all Windows (Servers & PCs) and VMWare-based systems, including global applications
- Perform day-to-day operations, administration, tuning and capacity management of Windows/VMWare systems to ensure good performance

Soft Skills

- Business Email Etiquette
- Ethics and Compliance:
Updated Policies on Acceptable Use and Social Media
- Business Continuity Awareness
- DXC Annual Information Security Awareness Training 2021-2022

Work History

System Engineer • Arvato (M) Sdn Bhd

SEPT 2011 - MAY 2012

- Assist in any IT infrastructure Research & Development projects assigned from time to time. Involve in IT Asset Management.
- Work closely with IT Manager and project team to provide necessary support and solution.
- To provide IT support (including setup and maintenance of PC hardware, software application(SAP,MS Dynamics 2011), server and network-related issue

Infra Mgmt Analyst • ACS(M) Sdn Bhd

FEB 2009 - SEPT 2011

- Assist in the sizing and scoping requirements for enterprise-class SharePoint farm design.
- Create and manage SharePoint site collections and sites.
- Troubleshoot and resolve incidents at the SharePoint application layer

Soft Skills

- Business Email Etiquette
- Ethics and Compliance:
Updated Policies on Acceptable Use and Social Media
- Business Continuity Awareness
- DXC Annual Information Security Awareness Training 2021-2022