

# A. I. J. B.

## FastTrack Engineer cum Cloud Adoption Specialist

Experienced trainer, consultant, and technical support specialist with a strong background in Microsoft 365 products, Copilot, Power Apps, and cloud adoption. Skilled in delivering client sessions, webinars, and workshops to drive technology adoption and optimize cloud strategies. Fluent in English, with excellent communication, problem-solving, and organizational skills. Motivated to learn, grow, and contribute to team success.

### SKILLS

#### Technical Skills:

- Microsoft 365 Suite & Copilot: Deployment, adoption, configuration, and support of Microsoft 365 tools including Teams, SharePoint, OneDrive, and Outlook.
- Power Platform: Power Apps development, customization, and training; understanding of Power Automate workflows for process automation.
- Cloud Adoption & FastTrack Services: Guidance on cloud migration strategies, tenant management, and adoption best practices for maximizing Microsoft 365 usage.
- Technical Support & Troubleshooting: Diagnosing, resolving, and documenting technical issues for clients; supporting non-technical users with clear communication.
- Web Development & Maintenance: HTML, CSS, JavaScript, and web plugin implementation; cross-browser compatibility testing; website security and patch management.
- Information Protection & Compliance: Familiarity with Microsoft Purview, data governance, and security best practices.

#### Customer-Facing Skills:

- Conducting training sessions, webinars, and workshops for end-users and clients.
- Mentoring and coaching team members to enhance skills and performance.
- Handling customer complaints and providing effective, solution-oriented support.
- Strong client engagement, collaboration, and relationship-building skills.

### EDUCATION

#### Bachelor of Computer Science: Networking And Computer Science

Universiti Teknologi Mara - Merlimau  
2014 - 2017

### LANGUAGE



English



Bahasa Melayu

### CERTIFICATION



## EXPERIENCES

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### **ALFA CONNECTIONS PTE LTD** *FastTrack Engineer cum Cloud Adoption Specialist*

April 2023 - Present

- Assist customers eligible for FastTrack services to utilize resources effectively.
- Ensure high usage rates of customer tenants by providing expert guidance and support.
- Collaborate with clients to optimize cloud adoption strategies.

#### **Successfully Implemented Projects**

- AIAD (App in A Day) – Conducted sessions to explain and demonstrate effective use of Power Apps.
- Microsoft Purview IP Webinar – Delivered webinars on information protection and demonstrated Microsoft Purview IP usage.
- MCI Copilot for Microsoft 365 – Worked on implementing and supporting MCI Copilot solutions for M365.

### **TELECOMMUNICATIONS SERVICES PROVIDER** *Customer Management Executive*

April 2021 - April 2023

- Managed POS systems for fuel stations, ensuring smooth transactions.
- Addressed and resolved customer complaints professionally.
- Mentored L1 agents, delivering feedback to enhance performance and skills.
- Coordinated with service and other departments to provide effective solutions to customers.

### **GLOBAL CUSTOMER EXPERIENCE MANAGEMENT FIRM** *Technical Support Specialist*

November 2018 - April 2021

- Communicated technical information clearly to non-technical users.
- Documented support interactions for knowledge base and future reference.
- Assisted customers in identifying issues and implementing solutions quickly.
- Maintained high customer satisfaction with proactive problem-solving strategies.
- Determined necessary interventions based on agent performance and needs.

### **CREATIVE SOLUTIONS AGENCY** *Web Developer*

March 2017 - July 2018

- Designed, implemented, and monitored web pages and plugins for continuous improvement.
- Ensured cross-browser consistency across Chrome, Safari, Firefox, and others.
- Developed software applications for websites based on analyzed requirements.
- Conducted web platform testing, troubleshooting, and user sampling prior to live deployment.
- Provided ongoing website maintenance, efficiency improvements, and security patching.

## CONNECT WITH US

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