



# Noor Affandy Adnan

(+60) 182284585

affendy.adnan@gmail.com

(MY)

## **Professional Summary**

Innovative, forward-thinking executive offering over 12 years of success in various leadership roles in the areas of Information Technology consulting, customer support, pre-sales engineering, and global business development. Expert in strategic and tactical planning, client relationship management (CRM), corporate governance, and change management

## **Experience**

### **IT Senior Executive, Kejora Development Holding Sdn Bhd.**

April. 2019 - August. 2023

- Responsible for overseeing and managing the overall technology strategy and operations of a company. This includes the development implementation and maintenance of the organization's computer systems networks and software applications. The position also involves managing the IT department and its employees as well as collaborating with other departments and stakeholders to ensure the smooth and efficient operation of the company's technology. Responsible for making sure the company's technology is up-to-date and secure and for staying abreast of new technologies that could benefit the organization. The job also involves budgeting and forecasting for IT expenses and managing vendor relationships. This includes managing the implementation and maintenance of technology systems as well as overseeing the IT department and its staff. The job duties may include:  
Developing and implementing IT strategies and plans that align with the overall goals of the organization  
Managing the budget and resources for the IT department  
Directing and coordinating the activities of the IT department. Building and maintaining relationships with key stakeholders including senior management customers and vendors  
Identifying and evaluating emerging technologies and trends and determining how they can be used to improve the organization's operations  
Ensuring the security and integrity of the organization's data and systems  
Providing leadership and guidance to the IT team and fostering a culture of innovation and continuous improvement.

### **IT Engineer, MIE Industrial Sdn Bhd.**

April, 2017 - April, 2019

- Technical advice and support for MIEI site office located at Pengerang and Johor Bahru. To support
- Administrate and maintain to ensure IT Infrastructure in smooth operation and fulfil all IT compliances. Frontline IT Support and Services to end-user. Install and maintain all IT installation and application for hardware and software for communication network, storage,server,PC,Laptops, IT peripheral equipment database and various application for site office. Collaborate with the end users to provide timely and satisfactory support services which includes pro-active technical advice.
- Training & guidance on the usage of the application/ software supported
- Application/ software update and the impact to the business. Managing the server area which including maintenance
- Root cause analysis
- Submission server health report to HQ and change control processes for server area at site office upon approved by HQ. Maintain
- Support and managing network area which including 1st level diagnostic
- Perform troubleshooting
- System update maintenance
- Submission network health report to HQ and report network incident to HQ. Technical
- Functional and integration testing and carrying out analysis and system testing at site office and projects basis. Protect the operation of the systems from any authorized activity fraud and emerging disaster to IT Infrastructure and deploy security update and report back to HQ for any incident occur. To perform or ensure critical business application or critical business data are backup and restore according to backup restore policy. Reporting to IT Manager on infrastructure operation status
- All aspect deployment and implementation progress status and routine IT activity on weekly or monthly basis.

### **PROJECT ENGINEER - WINTEL (DELPHI), Hewlett Packard.**

April, 2015 - February, 2017

- Provide assistance advice and guidance as appropriate to Project and Operation teams from time to time Managing Windows Server 2003 migrations project to Windows Server 2012 in Delphi account.Working on ChangTask/Service Request in SM9. Working on Release to Production Approval (RTPA) for Delphi servers. Working on P2V server migrations for Delphi account. Physical servers Windows Server 2008 to VMware Windows Server 2012.

## **IT Engineer, PETRONAS ICT SDN BHD. Kuala Lumpur**

September. 2010 - November. 2015

- Provide technical support to designers, marketing and sales departments, suppliers, engineers and other team members throughout the product development and implementation process.
- Direct technicians, engineering designers or other technical support personnel as needed.
- Update knowledge and skills to keep up with rapid advancements in computer technology.
- Analyze user needs and recommend appropriate hardware.
- Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.
- Provide training and support to system designers and users.
- Select hardware and material, assuring compliance with specifications and product requirements.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Update existing equipment, performing tasks such as installing updated circuit boards or additional memory.
- Oversee the daily performance of computer systems.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

## **Wintel IT Engineer, HP (M) SDN BHD.**

April. 2008 - Jul. 2010

- Incident management - scripted resolution - follows documented instructions (this is the core focus of the CC function). Operations management EDN
- log and dispatch
- scripted routine/scheduled tasks (e.g. routine checks)
- standard documented requests (e.g. backup/restore)
- service request administration (if necessary).

## **Certifications**

- MS55021 – Configuring And Administering Hyper-V in Windows Server 2012
- CXA-2061 : CITRIX XEN APP 6.5 (Administration)