

# NUR IMAN WAFI MOHD ZUBAIRI

## NETWORK TECHNICIAN

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### PROFESSIONAL SUMMARY

Fresh graduate with a Diploma in Information Technology (CGPA 4.00/4.00) and technical training in TCP/IP, LAN/WAN, DNS, Cisco routing and switching fundamentals, Windows Server, Linux, Active Directory, and VMware. Completed a QA and technical support internship using a helpdesk/ticketing system to document, track, and communicate technical issues.

### TECHNICAL SKILLS

- **Networking:** TCP/IP, IPv4 addressing and subnetting, LAN/WAN fundamentals, DNS, basic routing and switching, network troubleshooting
- **Tools:** Cisco Packet Tracer, Nmap, VMware, IT helpdesk/ticketing systems, Microsoft Excel
- **Systems:** Windows Server, Windows, Ubuntu, Linux Mint, Kali Linux, Active Directory/Domain Controller fundamentals
- **Documentation:** Issue logging, UAT documentation, user manuals, technical reporting

### EXPERIENCE

#### HPCS Sdn. Bhd. | *Quality Assurance (QA) & Technical Support Intern* Mar 2026 - Jul 2026

- Logged and tracked software issues in an IT helpdesk/ticketing system, monitored fix status, and communicated findings to the development team.
- Tested applications for functional errors, bugs, and usability concerns before release and documented clear findings for follow-up.
- Prepared UAT documentation and user manuals, and analyzed helpdesk data in Microsoft Excel for reporting and management review.

### PROJECTS & TECHNICAL TRAINING

#### Navi-KV | *Digital Campus Navigation System - Project Manager*

- Led a three-member student team in developing a web-based campus navigation system for students and visitors.
- Planned and conducted UAT with 52 respondents, reviewed feedback, improved usability, and prepared the end-user manual.

#### Academic Networking Labs | *Cisco Packet Tracer*

- Practised IPv4 addressing, subnetting, basic router/switch configuration, and TCP/IP/DNS troubleshooting in simulated LAN/WAN environments.

### EDUCATION

#### Kolej Vokasional Sungai Buloh (KVSB) 2024 - 2026

*Diploma in Information Technology* | **CGPA: 4.00/4.00**

**Relevant coursework:** network configuration, cybersecurity, Windows/Linux server fundamentals, database management

#### Kolej Vokasional Sungai Buloh 2022 - 2024

*Sijil Vokasional Malaysia (Computer Systems & Networking)* | **CGPA: 3.86/4.00**

### TRAINING, AWARDS & LEADERSHIP

**Technical training:** Cisco Networking Academy (IT Essentials, Networking Basics, CCNA: Introduction to Networks); AWS Technical Essentials; IBM SkillsBuild (Cybersecurity & Data); IT Network System Administration Bootcamp (Pre-WSMB), 2024

**Awards:** Gold - International Innovation ARSVOT Malaysia (IAM2025); Gold - Piala Pengarah Innovation Competition, Hari TVET KVSB 2025

**Leadership:** Head of Student Character & Academic Development, Student Representative Council (MPP), 2025/2026