

ABD RAHIM BIN ABAS
NO. 11 JLN ROTAN SEMAMBU 18/27
40200 SHAH ALAM, SELANGOR.



PERSONAL PARTICULARS

- *Name* : ***Abd Rahim Bin Abas***
- *NRIC No* : ***710307-01-5511***
- *Age* : ***54 years old.***
- *Permanent Address* : ***No. 11 Jalan Rotan Semambu, 18/27 40200 Shah Alam, Selangor***
- *Mobile No.* : ***019-2266883***
- *E-mail* : ***rasfiq@gmail.com***
- *Place of Birth* : ***Kota Tinggi, Johor.***
- *Sex* : ***Male***
- *Marital Status* : ***Married***
- *Nationality* : ***Malaysian***
- *Race / Religion* : ***Malay / Muslim***
- *Health* : ***Excellent***
- *Height / Weight* : ***187cm /80 kg***
- *Languages* : ***Malay / English (competent in both speaking & writing)***
- *Last Salary* : ***RM5,500.00***
- *Expected Salary* : ***RM5,500.00 to RM6,500.00***

EMPLOYMENT EXPERIENCE / HISTORY

1. FUJITSU MALAYSIA SDN BHD, CYBERJAYA (25 MAY 2004 – 31 MARCH 2025)

Nature of Business: Fujitsu is a Global Leader in Information and Communication Technology (ICT), providing wide range of Digital Transformation Services and Solutions to Businesses, Government and Communities.

Position Held: CUSTOMER SUPPORT ENGINEER

Job Summary:

- i. **Fujitsu HQ (Jun 2018 – March 2025)**
 - **Supervisor and Customer Support Engineer (Legrand, Husqvarna, Panasonic).**
 - **Job Scope:**
 - Diagnose and troubleshoot hardware and software issues
 - Install and configure software and hardware systems
 - **Cloud Administrators System (Nippon Pigment, Matco)**
 - **Job Scope:**
 - Manage and administer VMware environments, including ESXi hosts and vCenter.
 - Monitor, troubleshoot, and resolve issues within the cloud infrastructure.
 - Perform regular maintenance tasks such as patch management and upgrades.
 - Ensure security and compliance within the virtualized environment.
 - Provide L1 and L2 support for VMware-related incidents and service requests.
- ii. **Fuji Xerox Asia Pacific Pte Ltd (April 2011 – May 2018)**
 - **Team Leader Malaysia OpCo**
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- iii. **Great Eastern (M) Sdn Bhd (May 2004 – April 2011)**
 - **Lead of Printer Team**

❖ IT Services

- Manage helpdesk team and lead helpdesk team to address IT support
- Provide IT support for users' laptops and desktops remotely via phone and/or tools.
- Applies understanding and knowledge of information systems products and services to assist users
- Identifies, investigates and researches user questions and problems as well as isolating and resolving information systems problems
- Coordinates referrals to appropriate technical, professional, or service personnel
- Receives and prioritizes issues and forwards using appropriate escalation procedures
- Monitor pending support issues and escalate to Technician
- Checks the logs of urgent technical issues to be addressed
- Troubleshoots basic network operating problems.
- Installing and configuring computer systems.
- Manage hardware and software of PC.
- Replacing parts as required PC, Notebook and Printer
- Configuring and troubleshooting software such as Lotus Notes, IBM AS400, EDMS, MS Office
- Responding within agreed time limits to call-outs.
- Setup, troubleshoot and repair printer such as Laser and Dot Matrix Printer
- Network printer for client and printer sharing.

❖ **Management and Administrative**

- To train, mentor and familiarize new hires and inductees with help-desk and technical support requirements
- To prepare an IT inventory for record purposes
- Liaise with the IT vendors for the quotation of IT equipment.
- Liaise with Team Leader / Manager to check and return important email.
- Liaise with Team Operation for weekly meeting
- Conduct monthly team meeting
- Manage to conduct IT Asset and Store

❖ **Others**

- Sports: Badmintons, Bowling, Futsal
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2. **GATEWAY AVENUE SDN BHD, SUBANG JAYA (2001 – 2004)**

Nature of Business : PRINTER PARTS, SERVICES AND MAINTENANCE

Position Held : CUSTOMER ENGINEER

Reports To : MANAGER

Job Summary:

❖ **Responsibilities**

- Workshop and Onsite repair / service of HP Laser & Epson Deskjet printers.
- Maintenance service for printer
- Achieve / Exceed 100 printers diagnosis service quota per month
- Work with the service team to ensure quick & quality service is provided to customers
- Face to face handling experience with demanding customers
- Work with the service & sales team to ensure quick & quality service is provided to customers
- Responsible to train new employee

❖ **Others**

- Sports: Badmintons
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3. **COMPUTOWN SDN BHD, SEK 13 PETALING JAYA – IMBI PLAZA KL (1996 – 2001)**

Nature of Business : COMPUTER AND IT INFORMAION

Position Held : SERVICE TECHNICIAN

Reports To : MANAGER

Job Summary:

❖ **Responsibilities**

- Assembly new PC and Windows installation
- Workshop repair / service PC and Notebook

❖ **Others**

- Sports: President of Sport Club, Badmintons and football
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4. IPC (M) SDN BHD, SS2 PJ (1993 – 1996)

Nature of Business : COMPUTER SALES AND SERVICES

Position Held : STORE KEEPER

Reports To : STORE MANAGER

Job Summary:

❖ **Responsibilities**

- To receive good units and prepare to ship units to Vendor (Whole Malaysia)
 - Update data entry and report to Store Manager
 - Stock Count 2 times a years
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5. STATSYM (M) SDN BHD (1990 – 1993)

Nature of Business : SEMICONDUCTOR

Position Held : QC / LINE LEADER / ASST. SUPERVISOR

Reports To : SUPERVISOR

Job Summary:

❖ **Responsibilities**

- Schedule for change Shift and Group
- Supervise department and working line
- Work with Supervisor to achieve Output and Group target

❖ **Others**

- Sports: Badmintons, Volleyball and Football
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STRENGTHENS

Specialist

- Repair and troubleshoot Printer and PC (Hardware / Software)

Communication

Bahasa Malaysia and English Language (Spoken and Written). Interaction with others sensitively to build relationships. Confident, clear and succinct communication skills, both oral and written, with the flexibility to communicate at different levels and with different cultures.

Interpersonal Skills

Teamwork and co-operation with others, fostering a sense of team spirit and encouraging an environment of open communication and information sharing.

Personal Qualities

Enthusiastic with new environment, enjoy meeting people, energetic, have pleasant personality with positive working attitude, sense of responsibility and hardworking, and committed to learn new knowledge and skills. Recognized for strong dynamic team player, leadership charisma and able to work under minimal supervision.

Thinking Capabilities

Analytical Reasoning abilities to seek out, analyses, comprehend and evaluate relevant information to solve problems and make decisions. Willing to take risks, commit to action and held accountable for the outcome.

OTHERS

Transportation: Possess own transport

Driving License: B2 and D

REFERENCES

1st Referee.

Name : En. Tajul Arus bin Razali

Relationship : Brother in-law

Telephone No. : 016 3933122

2nd Referee.

Name : En Suffian

Relationship : Engineer

Telephone No. : 012-6799137

EDUCATIONAL BACKGROUND

Year	University/ School	Qualification	Result
1988	Sekolah Menengah Laksamana, Kota Tinggi, Johor	SPM	A
1984	Sekolah Menengah Bandar Mas, Kota Tinggi, Johor	SRP	16A
1996	Computer Town IT	Computer IT	Tech.

TRAINING / COURSE:

- 1997 - Set-up and installation Ms Dos and Ms Windows 3.1
Assembly, Repair dan troubleshoot PC and Monitor
- 1999 - Set-up and installation Ms Windows 98 & Ms Office 97
Repair and troubleshoot Notebook dan application
- 2001 - Repair and troubleshooting LaserJet Printer
- 2002 - Repair and troubleshooting Epson Dot Matrix Printer
- 2005 - Set-up and installation MS Windows XP & MS Office 2000
- 2009 - ACE Program
- 2010 - Branding Program (Shaping Tomorrow with You)
- 2011 - ITIL Foundation
- 2012 - Self Controlling and Collaboration
- 2013 - Total Action
- 2020 - Azure Administration
- 2025 - Coaching 3.0