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Summary: -

Experienced L1/L2 support engineer with over 7 years of experience in the IT CDN, cloud services, and telecommunications industry, supporting clients locally and globally and possessing an in-depth understanding of the challenges of system deployment, configuration, operation, and business support.

Current Role: -

Part of the global technical support team in the APJC region for supporting Cloudflare services, including Application Performance, Development Platform, and Cloudflare One product.

Professional Experience: -

#1. Technical Support Engineer at Cloudflare: Feb 2024 - May 2026

- Answer and reply to phone call on technical related issues on the assigned tickets.
- Troubleshoot errors related to SaaS, Cloud Services or DNS misconfiguration.
- Assisted customers worldwide primarily through community, chats, calls and ticketing systems.
- Report and escalate customer problems and enhancements with detailed explanation of the issue and recommended resolution.
- Responsible for responding and tracking trouble tickets and resolution of escalated support incidents.
- Promptly work in emergencies and handle incursions of service, provide in-depth investigation, analysis, and timely resolution.

Customer: Globally from premium-tier customers to free-tier customers

#2. Application Support Specialist at DHL IT Services: June 2022 - Jan 2024

- Demonstrated proactive customer support by managing workload independently and providing regular updates.
- Manage our own workload and provide constant proactive support and updates to customers.
- Ensured timely resolution of all open tickets and live chats through appropriate support.
- Successfully adapted to a 24x7 rotation shift schedule determined by the resource planning.
- Conducted back end remote troubleshooting of the Pickup and Delivery application.
- Record and raise customer concerns and improvements, offering a clear problem description and suggested solution.

Applications: "Global Dispatch Application (GDA), Dispatch Inbound Shipment to Couriers (DISCO)

#3. Technical Engineer at Datacom Systems (Asia) Sdn Bhd : Jan 2020 - April 2022

- Provide support to customers globally predominantly via email.
  - Consistently ensure all open tickets and live chats are managed appropriately till closure.
  - Working on 24x7 rotation shifts based on the scheduled rosters set by the resource planning team.
  - Perform remote troubleshooting of CloudBlue Commerce products in clients hosting environments.
  - Design and implement non-standard solutions for absent features in CloudBlue Commerce products or non-supportable / out-of-scope / administrative tasks.
  - Troubleshoot service provisioning, domain registration, e-payment plug-ins and billing operations.
- Customer: Sprint US, Dell US/EMEA, Insight US/EMEA, Telefonica Spain, Staples US, Softbank JP, Vodafone Idea, Algar Telecom, M1 Limited SG, Cobweb UK, Mediacommerce, Locaweb.

#4. Application Support Engineer at Neural Technologies Group: Dec 2018 - Jan 2020

- Build internal development and test systems mirroring customer production environments.
  - Provides customer support through the performance of onsite installation, as well as overseeing any necessary diagnoses, troubleshooting, service and repair of complex equipment and systems.
  - Execute and support the operations installation of new software releases/updates into production by providing high-level technical guidance to operations personnel.
  - Develop and implement tools and procedures to accurately monitor production platforms daily with early warning indicators like email/SMS alerts.
  - Participate in CR planning, execute implementation, conduct testing (SIT and UAT), and oversee deployment.
  - Involve in new project implementation. Hardware and software installation, and configuration.
- Project: Malaysia UMobile (Mobile Number Portability, Business Logic Control, Content Charging Gateway, Caching Solution, API Gateway, Reporting System)

#5. Technical Implementation and Support Engineer at Unified Communication Sdn. Bhd : April 2018 - Nov 2018

- Review, validate and keep track of system configuration design.
- Perform a series of software functional and nonfunctional testing before the release of module and conduct User Acceptance Test and provide User Training.
- Provide primary deployment, enhancement, monitoring, configuration support and preventive maintenance to related equipment and services.
- Assist in site implementation for software or hardware upgrades, working with customers for site work arrangement.
- Assist in retrieving site data (e.g. daily reports, log files, DB transactions etc.).

- Diagnose and resolve all problems related to hardware, internal software and system operation, availability, security, performance, connectivity, and overall function during implementation.

Project: Malaysia Celcom Credit Advance (CA), Singapore Starhub Data Advance

Soft Skill: -

Creative: Good in problem solving, troubleshooting, and critical thinking skills.

Responsible: Committed and motivated to get a job done.

Adaptability: Rapidly learn new skills and behaviors in response to change.

Tolerant: Able to work effectively in a team or independently.

Flexible: Able to work in a rapidly changing environment.

Technical Knowledge: -

Operating system admin: Linux (RHEL,CentOS) and Windows environment

Databases: MySQL, MariaDB, Oracle, Aerospike, PostgreSQL, MSSQL, Clickhouse

Web/Application server: Apache Tomcat, Apache Httpd, IIS, Wildfly, Java

Backend technology: NGINX, Keepalived, HAProxy, Galera cluster, garbd, Zabbix, tcpdump, PRTG, Kubernetes, Apache ActiveMQ, RabbitMQ, bind, Docker, IBM MQ, Grafana, Kibana

APIs/systems integration: JSON, XML, REST, SOAP, XML-RPC, OAuth, SAML

Cloud services: Azure, Office365, CloudBlue Commerce, Cloudflare

Scripting/SQL: bash, powershell, sql query, Ansible, Python

Education: -

University Malaysia Perlis (UniMAP): 2013 - 2017

Bachelor of Mechatronic Engineering (Hons): CGPA 3.04

Languages: -

Native language(s) - Bahasa

Other language(s) - English [Listening - 8/10; Reading - 8/10; Spoken interaction - 8/10; Writing - 8/10]

Job Preference - Hybrid/Remote

Availability - 1 month notice period

LinkedIn - <https://www.linkedin.com/in/muhammad-ikmal-097939146/>

\*References available upon request