

Wan Rahman

12 Ventura Street, Mangere, Auckland 2022
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wan@ikhlastours.co.nz
020 403 82259

Personal Summary

Dedicated and resourceful computer technician with over 8 years' extensive experience in testing, installing, repairing and maintaining a diverse range of software, hardware and peripherals. Well versed in providing quality tier-1 support and customer service. Demonstrated ability to effectively organize incoming tickets and work orders. Known for maintaining a safe and responsible work environment. Now looking for a new and challenging position, one which will make best use of existing skills and experience and also further my personal and professional development.

Key Skills and Competencies

- Flexible and easy to adapt in any new environment
- Passionate about getting things done and on own initiative
- Excellent ICT systems and concepts. In depth with broad-knowledge of computer skills
- Solid work ethics concerning task deadlines and reliability
- In-depth knowledge of MS Office Suite
- Can communicate effectively at all levels

Career Summary

Ikhlas Tours Limited	<i>IT Technician (Part-time)</i>	2014 – Present
NNNZ Casings Limited	<i>Halal QA Officer & IT Solutions (Full-time)</i>	2017 – Present
AFFCO New Zealand Limited	<i>Halal Slaughtermen</i>	2017
Tegel Foods Limited	<i>Further Processing Worker</i>	2016 – 2017
Tegel Foods Limited	<i>Halal Slaughtermen</i>	2015 – 2016
Holiday Inn Auckland Airport	<i>Housekeeper</i>	2014 – 2015
VIP Plastic Packaging Limited	<i>Assistant Machine Operator</i>	2014
University of Sultan Zainal Abidin	<i>IT Support Technician</i>	2008 – 2014

Work Experience

Ikhlas Tours Limited **Apr 2014 – Present**
IT Technician (Part-time Permanent)

Working in a fast paced, dynamic environment and responsible for working on a range of IT and technical tasks, carrying out ad-hoc tasks as requested by the Director and customers. Designing appealing website for Ikhlas Tours Limited, back and front-end developers and marketers.

- Developing the infrastructure and systems to meet the company needs
- Responsible for diagnosing & resolving hardware, software and mobile/GPS devices
- Maintaining a wide range of computer hardware and software programs
- Developing and maintaining the front/back end functionality of the website www.ikhlastours.co.nz
- Registering website with major search engines and overseeing the hosting environment

Key Achievements and Skills

- Successfully setup and configured custom email @ikhlastours.co.nz with a cost-free solution
- Successfully built professional website from the ground up and began to generate revenue and increased unique visitor to more than thousand per month within just 6 months by optimize SEO
- Successfully achieved page one on Google rankings for Ikhlas Tours website within only 6 months and increased organic search traffic by an average 270%

Work Experience

NNNZ Casings Limited ***Halal QA Officer & IT Solutions (Full-time)***

Aug 2017 – Present

Working in a fast paced, dynamic environment and to ensure thorough verification of NNNZ Casings product for halal markets as well as responsible for working on a range of IT and technical tasks.

- Checking incoming products for suitability to halal markets
- Product traceability checks to verify the integrity of NNNZ's Quality System
- Export load-out, product and documentation checks
- Production line work in both green and white production rooms
- Developing the IT infrastructure and systems to meet the company needs
- Verifying pre-operation hygiene inspection has been carried out and is acceptable

Key Achievements and Skills

- Constantly monitor the product condition and look out for any factors that may affect product wholesomeness
- Successfully checked outwards shipments and a match of the incoming and outgoing product ratio has been verified to ensure there has been no addition of potentially non-halal products

AFFCO New Zealand Limited ***Halal Slaughtermen***

Mar 2017 – Aug 2017

Hands-on experience in operating knife and meat-processing equipment.

- Made sure slaughter procedure complies with the Animal Welfare Act
- Help management team to better understand and improve Halal procedure in production
- Preparing personal protective equipment / materials for slaughtering activities
- Slaughtering is done properly to avoid incomplete bleeding
- Proactive reporting of all Health and Safety issues

Tegel Foods Limited (Henderson) ***Further Processing Worker***

Apr 2016 – Feb 2017

Operate machinery used in the production process, or assist machine operators. Maintains work production line to food safety and health guidelines.

- Write reports for corrective & prevention action if there any problem during production
- Responsible to do the QC checking and controlling the production machines
- Checking instruments for example temperature gauges, at customary intervals
- Making sure the production line has a regular supply of raw materials or components
- When problems happen with the production procedure, discontinue the machine and immediately report the fault to a Team Leader or TC

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Feb 2015 – Apr 2016

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Holiday Inn Auckland Airport
Housekeeper

Sep 2014 – Jan 2015

Working as part of a team cleaning and re-setting rooms to deliver the best possible standards of cleanliness and hygiene. Reacting to guest requests positively and carry out any requests within reason.

- Servicing bedrooms to the required standard, using cleaning materials / equipment
- Ensuring that repairs are reported and carried out as quickly
- Proactive reporting of all Health and Safety issues
- Economical and safe use of housekeeping supplies and equipment
- Safeguarding all guest and hotel property

VIP Plastic Packaging (NZ) Limited
Assistant Machine Operator

Aug – Sep 2014

Working as part of a team in a busy factory that makes various kinds of mass-produced plastic items, under the guidance and supervision of a factory supervisor. Followed quality and safety guidelines and met all productivity goals.

- Worked on high speed machine equipment and precision machinery used in mass production
- Assured the constant availability of raw materials and inputs
- Made sure the products manufactured from the machine were of high quality
- Made adjustments to improve the quality when possible

University of Sultan Zainal Abidin, Malaysia
IT Support Technician

2008 – Mar 2014

Acting as technical lead to identify and implement solutions to problems affecting IT services. Providing first/second line and some third line support over the telephone, remotely and personally with students, lecturer and non-academic staff members.

- Collect, systematize and record problems and solutions for use by technical support analysts
- Diagnosis of laptop/desktop, application, networking and infrastructure issues
- Install hardware and software on standalone personal computers and laptops

Key Achievements and Skills

- Successful in installing, maintaining and troubleshooting NS2 and OMNET++ software for network simulation lab at Faculty of Informatics and Computing
- Lead a successful team in installing, maintaining and troubleshooting Microsoft Azure, OpenStack and OpenNebula for Cloud Computing lab at Faculty of Informatics and Computing
- Successfully redesigned and implemented a more efficient network system, resulting in optimal performance of all workstations

Highest Education

**Bachelor of Information Technology
with honours (Computer Science)**
The National University of Malaysia

2005 – 2008

Certification / Training

FIANZ Halal Quality Assurance Officer Training Programme	2017
FIANZ Halal Slaughter Training Programme	2017
IXOM's Chemical Handling and Awareness Refresher Training	2016
Primary Products Food Processing - Operational Skills (NZQA)	2015
New Kiwi Career Success Workshop	2014
Cisco Unified Communication Manager Part 1 (CIPT1)	2013
Cisco Voice Communications and QoS (CVOICE)	2012
Apple Xcode Workshop	2012
Revelation and Adoption of DNS Technologies	2011
AMP Netconnect Structured Cabling System Certified	2010
Professional Training Course on Linux Essentials	2009

Community Involvement

Registered as NZ Active Blood Donor

Donor ID : 2977989
New Zealand Blood Service

12 Times

May 2014 – Dec 2017

Active Blood Donor

Donor ID : 860310295861
Malaysia National Blood Centre

34 times

Aug 2004 – Mar 2014

Personal Interests

DIY mechanics & home improvements, playing football
I enjoy travelling as I have a keen interest in other cultures and ways of life

Work Referee

Name : Suhaimi Mohamad
Position : Director
Company : Ikhlas Tours Limited
Phone : 021 209 1079
Email : suhaimi@ikhlastours.co.nz

Name : Paul Brook
Position : Leading Hand
Company : NNNZ Casings Limited
Phone : 020 415 25240
Email : paul@nnnzcasings.com