

DANNY FITRI HAKIMI BIN KAPLI

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PROFILE

Dedicated IT Technical Support Engineer with hands-on experience in technical support, system administration, Active Directory, networking, and IT infrastructure. Passionate about continuously expanding my technical knowledge and developing expertise in cloud technologies. Strong problem-solving and communication skills, with the ability to deliver reliable IT support and work effectively in both independent and team environments. Seeking an opportunity to contribute my skills while growing professionally in system administration and cloud computing.

EDUCATION

Polytechnic Ungku Omar (PUO), Ipoh, Perak

March 2022 – November 2024

- Diploma in Information Technology (Networking System), CGPA: 3.43

SKILLS

Networking System

- Cisco Packet Tracer, Microsoft Visio, Microsoft Excel, Microsoft Word, Tera Term, CapCut, Adobe Acrobat (Intermediate)
- C++, Java, Visual Studio (Basic)
- TightVNC, AnyDesk, Remote Desktop (Server), and Telnet

CERTIFICATION

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| • Cisco Introduction to IoT and Digital Transformation | June 2025 |
| • Cisco Networking Basics | June 2025 |
| • Cisco Introduction to Cybersecurity | May 2025 |
| • Final Year Project Innovation & Creativity Exhibition Series 2
<i>Winning Best Booth Award</i> | Dec 2023 |
| • Cisco (CCNAv7) | Feb 2023 |
| • International Webinar
<i>Participated in Evolving Technology Trend and the Challenges in Cyberspace through online collaboration with Universitas Muhammadiyah Buton, Indonesia</i> | Dec 2022 |
| • Microsoft Azure Fundamentals | 30 Sep 2025 |

WORK EXPERIENCE

Hospital Sungai Buloh / Cutting Edge Technology Sdn. Bhd.

October 2025 – Present

IT Technical Support Engineer

- Provided technical support and troubleshooting for hardware, software, applications, printers, and network issues.
- Installed, configured, and maintained PCs, laptops, operating systems, printers, and business applications.
- Managed printer servers and resolved printer and label printer issues.
- Configured Active Directory (AD), managed user access permissions, and joined PCs to the domain.
- Troubleshoot system issues related to Microsoft Edge, Java, EMFORM, E-his 12x, and internet/browser settings.
- Performed preventive maintenance (PPM) and routine system health checks.

- Escalated complex technical issues to vendors or higher-level support when required.
- Documented technical issues and solutions for future reference.
- Assisted with software deployment, system updates, and user support while ensuring SLA compliance.

Hospital Sungai Buloh / Aaxis Technologies

May 2025 – October 2025

IT Customer Support Engineer

- Network Basics (Basic Troubleshooting)
- First-Level Technical Support (Phone, Email, Chat, Ticketing)
- Troubleshooting Windows/Mac OS
- Microsoft Office 365 Support
- Active Directory User Management
- Assisted in troubleshooting hardware and software issues
- Remote Desktop Tools (TightVNC Viewer, AnyDesk, and Remote Desktop Connection)
- Strong Customer Service Orientation
- Ticketing Systems (ManageEngine)

Atline Sdn. Bhd. *July 2024 – December 2024*

Junior Networking Technician (Internship)

- Basic Network Configuration (Switches Aruba, Cisco)
- Assisted in configuring and deploying switches (project with government)
- Helped maintain hardware inventory including access points, switches, and patch panels
- Developing and maintaining documentation for the network
- Printer Installation & Configuration
- Providing technical support for hardware, software, networking, Server, and other IT-related issues
- Drawing physical and logical diagram, rack drawing, fiber Single and multimode Diagram for the network
- Participated in routine network maintenance and cable management tasks.

Tealive, Empire Shopping Gallery 2

April 2021 – July 2021

- Work well in a team
- Prepare drinks or dessert according to customer's order
- Maintain outlet cleanliness and product quality

PROJECT

Sistem Akademik Dan Prestasi Pelajar JTMK

PHP, SQL, Visual Studio

- Develop website for student to submit their achievement certificate
- System automatically set eligible students for graduation award
- System listed Ranking Tops student start with highest CGPA

REFERENCES

Amirul Izzat

Project Manager for IT Department, Hospital Sungai Buloh / Cutting Edge Technology

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