

QATRUNADA ADIL

IT Professional | Technical Support • Incident Management • Troubleshooting

Sarawak, Malaysia | +6013-5709062 | qatrunadadil@gmail.com | <http://linkedin.com/in/qatrunadaadil>

PROFESSIONAL SUMMARY

IT and Security Analyst with a B.S. in Computer Science (Network Computing) and enterprise experience in system monitoring, log analysis, and technical issue investigation. Proficient in SQL querying, root cause analysis, ticketing workflows, and monitoring/reporting dashboards, with experience using technical data to identify system and transaction issues. Strong ability to document findings clearly and communicate technical information to both technical and non-technical stakeholders. Experienced in supporting business-critical systems, coordinating with cross-functional teams, and managing multiple issues in time-sensitive environments.

CORE SKILLS

Technical Support & Incident Management: Incident investigation • High-priority incident triage • Root cause analysis • Technical troubleshooting • Service continuity • Incident documentation

Systems & Technical Investigation: System & infrastructure monitoring • Log analysis/correlation • Anomaly detection • SQL (working knowledge) • Ticketing systems • Monitoring dashboards

Problem Solving & Analysis: Technical investigation • Data interpretation • Risk analysis • Issue identification • Corrective action coordination • Quality assurance

Documentation & Reporting: Technical reports • Incident summaries • Standardized reporting • Documentation frameworks • Dashboard development • Process improvement

Stakeholder & Team Collaboration: Cross-functional collaboration • Stakeholder communication • Technical findings presentation • Coordination with infrastructure, network, application & business teams

Tools: Ticketing systems • Monitoring/Reporting Dashboards • SQL • Microsoft Excel • PowerPoint • API

PROFESSIONAL EXPERIENCE

Security Analyst — Sarawak Information Systems (SAINS) | Dec 2023 – Present

- Monitor enterprise IT infrastructure, system logs, and security events to proactively identify anomalies, performance issues, and operational risks across business-critical environments.
- Investigate and troubleshoot high-priority incidents, performing root cause analysis to support timely resolution, service continuity, and compliance with IT governance and security policies.
- Analyse available system and event information to identify patterns, correlate logs, and support technical diagnosis of operational issues.
- Prepare incident reports, technical summaries, and performance dashboards to communicate findings and support management decision-making and data-driven operational strategies.
- Collaborate with infrastructure, network, application, and business teams to coordinate incident response, communicate findings, and implement corrective actions.
- Design standardized reporting templates, monitoring dashboards, and documentation frameworks to improve visibility into system health and support trend analysis.

Key Achievements

- Improved reporting efficiency by developing structured templates and dashboards that streamlined log correlation, incident documentation, and management reporting.
- Strengthened incident response effectiveness through improved documentation workflows and cross-departmental coordination during critical system events.

Document Controller — Iezzpro Incorporation Sdn Bhd | Nov 2022 – Nov 2023

- Provided basic IT troubleshooting and office systems support to ensure uninterrupted daily administrative and operational activities.
- Prepared and compiled technical documentation and submission packages to support telecommunication infrastructure and network deployment projects.
- Maintained systematic control of project records, engineering documents, and revision histories to ensure accuracy, traceability, and regulatory compliance.
- Coordinated with engineers, project managers, and administrative personnel to track documentation requirements and support project execution.

Key Achievements

- Contributed to successful project tenders and regulatory submissions through accurate, well-structured technical documentation.
- Improved document control efficiency by implementing organized filing structures and revision tracking methods.

EDUCATION

Universiti Malaysia Sarawak (UNIMAS) | 2018 – 2023

Bachelor's Degree, Computer Science & Information Technology — Major in Network Computing

Pre-University, Universiti Malaysia Sarawak (UNIMAS) | May 2017 – Jul 2018

Life Science

CERTIFICATIONS

- Responsive Web Design Developer Certification
- JavaScript Algorithms and Data Structures Developer Certification
- AutoCAD 2D Basics and 3D Advanced Modelling

LEADERSHIP & INVOLVEMENT

- UNIMAS — Committee Member, PERTEKMA: Coordinated administrative, logistical, and operational activities for student association programs and campus events.
- Organized and managed major faculty events, including the Dean's List Award Ceremony and IT Week, overseeing planning, scheduling, and cross-team coordination.
- UNIMAS — Managed the Badminton Team for Sukan SUPRA, coordinating training sessions, team logistics, and competition preparation.
- Served as Liaison Officer for new student intake, facilitating orientation programs and providing academic guidance.

LANGUAGES

Malay – Native

English – Professional Working Proficiency

REFERENCES

Available upon request for privacy protection