



MUAZ BIN AMIRRUDDIN

NETWORK OPERATION CENTER ENGINEER

✉ muazamirruddin@gmail.com ☎ +60172656506

📍 Kuala Lumpur 🌐 <https://muazamirruddin.com>

Profiles

[LinkedIn](#)
[muazamirruddin](#)

[GitHub](#)
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Summary

Analytical thinker who blends engineering knowledge, problem-solving skills, and creativity in my work. Committed to continuous learning and upskilling.

Education

Universiti Teknologi Mara (UiTM) Bachelor in Mechanical Engineering (Hons) • 3.55 CGPA
02/2016 - 02/2019

Experience

M1 Digital Labs Sdn. Bhd. Bandar Utama, Selangor
Network Operation Center Engineer 12/2022 - Present

- Infrastructure Surveillance: Provide 24/7 proactive monitoring of hybrid infrastructure, including on-premises network devices and Windows/Linux server environments to ensure 99.9% uptime.
- Cloud Health Management: Oversee Azure and AWS cloud health utilizing Azure Monitor and AWS Health Dashboard; triaging alerts and executing incident response.
- Data Resiliency: Manage and audit daily backup operations for critical business data, ensuring successful recovery points and compliance with RPO/RTO targets.
- Endpoint & Security Ops: Orchestrate monthly Windows Patch Management and coordinate threat response for malware/suspicious activity, maintaining environment hardening.

NTT Cloud Communications (Malaysia) Bandar Utama, Selangor
Global Support Engineer 05/2021 - 11/2022

- Global Technical Support: Acted as a Tier 1 escalation point for global enterprise clients, managing complex Service Desk requests for UCaaS solutions.
- VoIP Protocol Analysis: Diagnosed voice quality issues by analyzing SIP call flows to isolate faults between carrier, SBC, and internal networks.
- Microsoft Teams Engineering: Provided specialized support for Teams Phone System, troubleshooting call routing, Direct Routing, and media quality issues.
- Identity & Access Management: Managed full lifecycle of Teams Voice users, including provisioning and configuration via Teams Admin Center.

Celcom Networks Sdn. Bhd. Petaling Jaya, Selangor
Network Operation Center Engineer 06/2019 - 05/2021

- RAN Operations: Monitored Radio Access Network (RAN) availability; performed remote Layer 1 remediation including BBU and RRH resets to restore service.
- Core Transport Monitoring: Supervised the Packet Transport Network (PTN) to ensure high-speed backhaul performance and SLA compliance.
- Fiber Infrastructure Assurance: Managed surveillance of the core optical fiber backbone; utilized NMS alerts to pinpoint fiber cuts, reducing Mean Time to Repair (MTTR).

References

Tan Khang Liang
Assistant Operational Manager - M1 Digital Labs
Available upon request

Navin Sangara
Technical Support Manager - NTTCC
Available upon request

Shah Rahmat
Shift Lead, Bravo - Celcom
Available upon request

Certifications

AZ900 – Microsoft Certified : Azure Fundamentals
05/2021 - Present

MS700 – Microsoft 365 Certified : Teams Administrator Associate
10/2022 - Present

Cisco 200-301 – Cisco Certified Network Associate (CCNA)
12/2023 - 12/2026

AZ104 – Microsoft Certified : Azure Administrator
12/2024 - Present

AZ700 – Microsoft Certified : Azure Network Engineer Associate
12/2025 - Present

Projects

Personal Portfolio | Azure Static Web Apps & GitHub Actions
01/2026

• Deployment: Hosted a modern web application on Azure Static Web Apps with automated deployments via GitHub Actions.

• Tooling: Leveraged Tailwind CSS and Gemini AI for rapid UI development and logic refactoring.

• Infrastructure: Established a full CI/CD workflow where every repository push triggers an automated build and deployment cycle.
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Enterprise-Grade Static Hosting | AWS (S3, CloudFront, IAM, ACM)
02/2026

• Architected a globally distributed delivery pipeline using Amazon S3 for origin storage and CloudFront (CDN) for low-latency edge caching.

• Orchestrated automated deployments using CI/CD pipelines to synchronize local builds with the AWS ecosystem.

• Managed DNS and Security : Configured SSL/TLS certificates and custom domain mapping via Cloudflare and AWS Certificate Manager to ensure end-to-end encryption.
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Skills

☞ Microsoft Azure

☞ Amazon Web Services

☞ Microsoft Teams Admin Center

☞ Cisco Evolved Programmable Network Manager

☞ Cisco Webex Control Hub

☞ Solarwind Orion

☞ Wireshark

☞ N-able : N-Central, Cove Data Protection

☞ SentinelOne

☞ Huawei's iMaster NCE (Network Cloud Engine) and Automatically Switched Optical Network (ASON)