



# Ammar Ibrahim Mohamed

## Technical Service Assistant

A versatile, analytical and hard-working individual with a practical hands-on approach, who always perseveres to achieve the best results, proven ability to manage and complete projects to the highest standard, with a great attention to detail and within agreed deadlines.

## Contact

### Phone

012-8471208

### Email

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### Address

40000 Shah Alam, Selangor,  
Malaysia



## Education

Sept 2022 - Present (Part time)

### Bachelor of Computer Science (Software Engineering)

Universiti Teknologi Malaysia (CGPA: 3.56)

Jul 2013 - June 2022

### Diploma in Industrial Electronics

German Malaysian Institute (CGPA: 3.41)

Jan 2018 - Apr 2022

### Diploma in Management

Open University Malaysia (CGPA: 3.71)

## Expertise

- Industrial Engineering
- Microsoft Word, Excel, Powerpoint
- Programmable Logic Circuit (PLC)
- HTML
- CSS
- JAVA

## Language

English

Malay

German

## Experience

October 2022 - April 2023

Electrolux Malaysia

### Technical Service Assistant

- To attend customer service orders including repairing and refurbishment tasks.
- To respond and handle customer enquiries on after sales service information as when required.
- To prepare quotation and follow up with customer on the unit collection.
- To interact with ASC for customer unit receiving and delivery.
- To track personal service order and manage individual AR to meet the KPI.
- To housekeep the workshop all time to ensure tidiness and safety of workplace.
- To support any other ad hoc duties as assigned from time to time.
- Close collaboration with internal team - Call center, Spare part.

July 2022 - September 2022

Alpha Technic Automation Sdn Bhd

### Junior Engineer

- Design, creating layout and programming
  - Design a CAD drawing for planning system layout
  - Design project requirements
  - Basic Programming a PLC for system
- Installation of control panel
  - System regarding customer order
  - In-house installation, wiring, testing
  - Involved in machine handling; drilling, milling, filling
- Site Installation
  - Install a control panel, hardware installation, piping, electrical and mechanical parts.
  - Commissioning system
- Documentation
  - Delivery order, quotation for supplies part
  - Sales & Marketing

## Achievements

- Obtained Deans List 3 Semester in a row from OUM in 2019.
- Lead a group and achieved 6th position out of 40 group for FYP from GMI in 2015.
- Achieved King's Scout Award in 2012.

## Reference

### Muhamad Najiy Suhaimi

Senior Technical Service Assistant,  
Electrolux Malaysia

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### Muhamad Alif Naim

Junior Engineer, Alpha Technic  
Automation Sdn Bhd

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