



MUHAMMAD SADDAM SALISU

SENIOR TECHNICAL SUPPORT ENGINEER • SINGAPORE • + (65) 8756 0848

DETAILS

Singapore
+ (65) 8756 0848
msalis@msalis.com

LINKS

resume.msalis.com
msalis.com
[GitHub](#)

SKILLS

Technical Support
Customer Support
Customer Satisfaction
Information Technology
Software Engineering
Administration of Computer Systems
Microsoft Azure
Microsoft 365
Problem Solving
Microsoft Windows
Coordination Skills
Networking Skills
Linux
Cloud Integration
Active Directory
Network Performance
Business Process Improvement
Quality Management
Managing Client Expectations
Business Requirements

PROFILE

Dynamic IT Specialist with over 8 years of experience, excelling in Windows Server administration, Microsoft Azure, and complex troubleshooting across diverse IT environments. Expertise in device connectivity and hardware support, particularly with qPCR, NGS, and diagnostic technologies, facilitates seamless operations for global clients. Proven capabilities in optimizing system performance and delivering tailored technical solutions enhance organizational efficiency. Strong problem-solving and coordination skills drive successful project management and customer satisfaction, ensuring high-quality service delivery across various sectors. Committed to continuous improvement and operational excellence in all technical endeavors.

EDUCATION

MSc. in Software Engineering, leeds beckett university, Leeds

June 2016 — July 2017

Bachelor of Science, Abertay University, Kuala Lumpur

June 2012 — February 2016

Specialized in Software Engineering

EMPLOYMENT HISTORY

Senior Technical Support Engineer at Thermo Fisher Scientific, Singapore

Aug 2021 — Present

A highly skilled Senior Technical Specialist with extensive expertise in qPCR, NGS, Protein, and Rapid HIT DNA technologies. Specializing in device connectivity, networking, and hardware support, I provide comprehensive technical solutions to global customers across EMEA, North America, and APJ regions. My experience includes troubleshooting instrument-computer connectivity, cloud integration, and providing Linux-based NGS back-end support. I manage installations, training, and handle application inquiries while collaborating with IT on system administration tasks, including Active Directory, Azure, and Microsoft 365.

As a member of the Process Improvement (PPI) team, I contribute to operational enhancements to optimize performance and efficiency. During the COVID-19 pandemic, I delivered global priority support for the Amplitude high-throughput molecular testing solution, ensuring seamless operation and minimal downtime for clinical sample processing. When remote troubleshooting was insufficient, I coordinated on-site engineer visits, ensuring quick resolution of technical issues and maintaining uninterrupted workflow for critical testing operations.

Dell Technical Support Engineer (Level 2) at Concentrix Malaysia Sdn Bhd, Kuala Lumpur

February 2021 — September 2021

Provided remote technical support for Dell consumer products, including laptops, desktops, and peripherals, by diagnosing and resolving complex hardware, software, and networking issues for ANZ customers. Assisted both internal and external users in troubleshooting technical problems, following escalation protocols for timely resolution and proactive follow-ups. Applied analytical skills to solve unstructured technical challenges and shared knowledge with support teams. Ensured service

Smart Cards
Functional Design
Software Design Documents
SQL Databases
Project Management Life Cycle
Management Systems
Android Software Development
Command-Line Interface
Domain Name System (DNS)
Dynamic Host Configuration Protocol
Network Configuration and Change Management
Server Administration
TCP/IP
Virtual Private Networks (VPN)
Windows Servers
Hypervisor
Scripting
Computer Programming
Key Performance Indicators
Project Management
Demonstration Skills
Instructional Manuals
Technical Writing Skills
Administrative Operations
Technical Skills
Analytical Thinking
Communication Skills
Self Motivation
Team Work

LANGUAGES

English

Hausa

Malay

delivery met contractual KPIs and contributed to initiatives enhancing customer satisfaction and business performance.

Dell Technical Support Engineer at Concentrix Malaysia Sdn Bhd, Kuala Lumpur

October 2018 — January 2021

Provided technical support to Dell clients across multiple regions, resolving software and hardware issues, handling complaints with strong communication skills, and ensuring high customer satisfaction. Consistently ranked among top performers, mentored new hires, and received recognition for exceptional quality and customer service, including a Top QA Award and the highest CSAT score in July 2019.

Junior Software Consultant at Infinite QL Sdn Bhd, Kuala Lumpur

July 2017 — June 2018

Contributed to all phases of the Smart Card Management System project, including design, development, and deployment of new modules. Created design documents, functional requirements, test plans, and training materials. Developed SQL queries for backend data reporting and analysis. Collaborated with developers to customize software for customer needs and trained client employees for knowledge transfer. Coordinated Mifare 4K card orders with the sales team and programmed cards using Cardax Encoder. Provided post-project technical support to ensure smooth client operations.

Junior Software Consultant at Semmel Health, Kuala Lumpur

March 2017 — June 2017

Oversaw daily project operations, ensuring on-time delivery in alignment with company policies. Attended client meetings, provided updates, and led live demos. Managed a small programming team, ensuring high-quality deliverables met business requirements. Updated business documents, user manuals, and training materials. Conducted client training sessions for smooth project handover and provided post-project technical support.

Android Mobile Developer at Semmel Health, Kuala Lumpur

June 2016 — March 2017

Led the entire Android app development process, from design to deployment. Created custom applications based on client-specific business needs and worked closely with cross-platform developers to ensure smooth integration with web services.

REFERENCES

Doriefel Laguna from Concentrix Malaysia Sdn Bhd

doriefel_laguna@yahoo.com · +60173581602