

NUR AISYAH NADHILAH BINTI RUSDIN

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SUMMARY

First Class Software Engineering graduate with practical Service Desk experience providing first-level IT support, incident and service request management, troubleshooting and user support using ServiceNow. Strong academic background in software development, testing, UI/UX and IT service management. Currently strengthening technical capabilities in 5G, cloud computing, AI, IoT and automation through industry-focused training involving Docker, Kubernetes, APIs and Generative AI. Adaptable and technically driven, with an interest in cloud operations, and emerging technology roles.

WORK EXPERIENCE

Internship

Feb 2025 – Aug 2025

Service Desk, Beyond2u Sdn Bhd

- Provided first-level IT support and troubleshooting for hardware, software, operating system, and network-related issues for Bank Negara Malaysia staff through ServiceNow, Microsoft Teams, and email
- Managed incident (INC) and service request (REQ) tickets by logging, tracking, monitoring, and resolving issues according to SLA standards.
- Performed troubleshooting, issue analysis, and user assistance to ensure timely resolution and minimal service disruption.
- Collaborated with the service desk team and internal support teams to investigate recurring issues, escalate complex incidents, and ensure effective resolution within the agreed timeframe.
- Assisted in system functionality validation and basic testing activities to ensure system stability and performance.
- Maintained service reports, dashboards, and support documentation using Microsoft Excel to improve service monitoring and processes.

EDUCATION

1. 5G Enterprise Accelerator Upskilling for Careers in 5G, Cloud & Industry 4.0 Telecommunication Engineering College (TEC)

Sep 2026 – Oct 2026

- Qualcomm 5G Fundamentals of Cellular Communication & 5G
- Qualcomm 5G Associate-Level Certification
- AI in Computer Vision for Images, Video, and Real-World Applications
- AI in Time Series Prediction and Forecasting for Real-World Systems
- Build Telegram Bots with OpenClaw: A Hands-On Vibe-Coding Workshop

Telco Cloud Labs

- Mastering Linux: Essential Skill and Knowledge
- Getting Started with Cloud Computing
- Telco Containers with Docker
- Telco Cloud Orchestration with Kubernetes
- Advanced Kubernetes for CNFs & Telco Infrastructure
- Observability and Network Functions Monitoring with Grafana

5G Labs

- 5G New Radio: Understanding the Basics
- Explore 5G End-to-End Standalone Network

IoT Labs

- Industrial IoT: Sensor to Cloud
- Understanding and Utilizing APIs

AI Labs

- Generative Artificial Intelligence for Enterprise Operations & Business Teams

2. Bachelor in Software Engineering (Education Software) with Honours Universiti Pendidikan Sultan Idris (UPSI)

Oct 2021 – Nov 2025

Programme Outcome: Developed a strong foundation in software engineering, application development, software testing, UI/UX design, system documentation and SDLC practices, supported by practical project experience in AR-based mobile applications, web systems and software quality assurance.

- Achieved Dean's List in Every Semester Throughout the Degree (Semester 1 – Semester 8)
- Awarded Silver Award for Final Year Project
- Honoured recipient of Yayasan Telekom Malaysia (YTM) Scholarship
- Completed workshop as participant of competition ROBOCON Malaysia 2023 (coding and design the robot using Arduino)
- CGPA: 3.81

CERTIFICATIONS & TRAININGS

• Qualcomm Academy 5G Introductory-Level Certification	2026
• Qualcomm Academy 5G Associate Certification (Stand-Alone SA)	2026
• Lablabee Hands-on Training and Certification	2026
• CompTIA Network+ Training	2025
• IT & Web Development Workstream Training	2024
• Huawei Cloud Developer Training	2024
• ECDL Data Analytics 1.0 Certification	2024
• Robot Navigation using Arduino Training	2023

PROJECTS

Wildlife Explorer: Development of AR-based Mobile Application for Preschool)	Feb 2025
• An individual final year project capable of providing effective learning experience of wildlife animals using AR for preschoolers • Develop interactive mobile app with AR environment (Unity 3D)	
Parcel Booking System for Green Solution Enterprise	Feb 2025
• Work in teams to develop parcel collection scheduling system for a real client, enhance user experience and operational efficiency in parcel tracking. • Conducted manual testing to identify bugs and validate functionality. • Prepared test cases and documented test results to ensure system functionality.	
RentEasy Website	Feb 2024
• Designed and prototyped a user-friendly property rental management website using Figma.	
SMBarber Website	June 2023
• Work in teams to develop barber booking system website for real clients.	

RELEVANT SKILLS

- **IT Support & ITSM:** ServiceNow, Incident Management, Service Requests, SLA Support
- **Programming & Web:** HTML, CSS, PHP, Laravel, Java, JSP
- **Cloud & Automation:** Docker, Kubernetes, APIs, Cloud Computing
- **Software Engineering:** SDLC, Agile, SPMP, SRS, SDD, STD
- **Tools:** Figma, Unity, Microsoft Office
- **Soft Skills:** Problem-Solving, Teamwork & Collaboration, Communication, Time Management, Responsibility & Accountability, Customer / User Support

REFERENCE

1. **Wan Norasidah Binti Abdul Rani**
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