

MOHD HISHAM AHMAD

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PROFESSIONAL SUMMARY

Accomplished IT Professional with more than 15 years of progressive experience in cloud computing, data center solutions, enterprise IT infrastructure, and presales consultancy. A Google Professional Cloud Architect (2024) and Cisco CCNA Cloud (2019) certified specialist with a strong foundation in server, storage, networking, and backup technologies. Proven expertise in delivering end-to-end IT solutions, from requirement gathering and solution design to implementation, training, and post-deployment optimization. Adept at stakeholder engagement and end-user's enablement through workshops, demonstrations, and technical training. Passionate about leveraging cloud and modern IT technologies to enable innovation, cost efficiency, and sustainable growth.

CORE SKILLS & COMPETENCIES

Cloud & On-Prem Data Center

- Google Cloud Platform (GCP): Architecture, Migration, Optimization.
- VMware Virtualization, Oracle VM, Cisco FlexPod, NetApp, Hitachi Data Systems, HP Servers & Storage.
- Disaster Recovery, High Availability, Backup Solutions.

Presales & Consulting

- Customer requirement analysis and solution mapping.
- Presales solution design, proposal and quotation development.
- Product & solution presentations, demonstrations, workshops, webinars.
- Competitive insights & market positioning strategies.

Technical Expertise

- Enterprise servers and storage technologies (HP, Dell, HDS, NetApp).
- Contact Center Solutions (Genesys, Avaya, Workforce Management).
- Veritas NetBackup, Quantum Tape Library.
- Networking, SWIFT, LAN/Novell administration.
- System Integration & Testing.

Soft Skills

- High-impact presentations (Certified Dale Carnegie, 2018).

- Strategic advisory & customer engagement.
- Training & knowledge transfer (partners, distributors, end-users).
- Cross-functional collaboration & team leadership.

PROFESSIONAL EXPERIENCE

Awantec Systems Sdn Bhd, Cyberjaya, Malaysia

Manager, Cloud Technology Specialist (Google Professional Cloud Architect) | Jul 2024 – Present.

Driving Google Cloud adoption across enterprise and public sector clients, providing technical expertise, presales consultation, and customer enablement programs.

- Engaged enterprise customers to understand business requirements and position Google Cloud solutions.
- Led proof-of-concept implementations demonstrating GCP value in real-world workloads.
- Designed and presented reference architectures tailored for customer industries and requirements.
- Conducted customer training sessions, workshops, and webinars to support adoption and skill uplift.
- Collaborated with internal sales and partner ecosystems to drive cloud migration and optimization opportunities.

Glocomp Systems (M) Sdn Bhd, Kelana Jaya, Malaysia

Consultant – Server, Storage, Backup & High Availability Solutions | Oct 2010 – Jun 2024.

Served as a trusted technical consultant to enterprise and government clients, focusing on data center modernization, disaster recovery, and storage solutions.

- Designed and implemented server, storage, and virtualization solutions for diverse industries.
- Provided disaster recovery strategies and business continuity planning solutions.
- Delivered compelling technical presentations, solution demonstrations, and proofs of concept.
- Developed detailed proposals, architecture designs, and quotations for client projects.
- Supported sales organizations with strategic insights to exceed revenue and adoption targets.
- Mentored junior consultants and contributed to team technical education.

Patimas-HPD System Sdn Bhd, KL

HP Presales Engineer – Servers & Storage | Sep 2008 – Aug 2010.

Worked closely with account managers to provide presales consultancy, system solutions, and technical enablement on HP enterprise products.

- Delivered product and solution presentations to customers and partners.
- Designed solution architectures and generated technical proposals and quotations.
- Conducted proofs of concept and solution demonstrations on HP EVA Storage, Integrity Servers, and Blade Servers.
- Provided training and knowledge transfer sessions to partners and distributors.

IB Technologies Sdn Bhd, Serdang, Selangor

Business Consultant | Aug 2005 – Jul 2008.

Led consulting for contact center and IT projects across government and enterprise clients.

- Designed solution architectures and developed project proposals for clients including TM, Tabung Haji, RHB Bank, Telekom Malaysia, Perodua, and Petronas Dagangan.
- Managed project planning, delivery, risk mitigation, and stakeholder communication.
- Delivered system demonstrations, proofs of concept, and product presentations to clients.
- Supervised technical consultants and ensured successful execution of implementation projects.
- Coordinated tender submissions and solution proposals for major enterprise accounts.

iPerintis Sdn Bhd (Petronas), Kuala Lumpur

IT Support Analyst | Jan 2005 – Jul 2005.

Supported the Petronas Group Treasury Department and Mesralink Call Center IT systems.

- Maintained LAN/Novell/Notes environments, including user management and application support.
- Provided first and second-level support for Treasury applications, Tempest Oil Trading software, and SWIFT systems.
- Supported contact center infrastructure including Symposium Call Center Server and Racal Voice Logger.
- Conducted system backups, disaster recovery planning, and liaised with vendors for critical support issues.

RHB Bank Berhad, Selangor & Kuala Lumpur

IT Support Executive | Jun 2000 – Dec 2004.

Provided IT support for RHB Bank's Call Center and enterprise systems, ensuring system reliability and disaster recovery readiness.

- Administered NICE Voice Logger and Genesys Reporting & Database Servers.
- Developed, tested, and deployed Brio Reports for business operations.
- Maintained LAN systems, workstation deployment, and backup operations.
- Participated in Disaster Recovery Projects ensuring application continuity.
- Provided onsite support and coordinated with vendors for system maintenance.

EDUCATION & CERTIFICATIONS

Official Educations:

- Diploma in Computer Technology, Informatics Group (2000)
- Certificate in Computer Science, ANS Institute of Technology (1999)

Professional Certifications:

- Google Professional Cloud Architect (2024)
- Google Cloud Digital Leader (2024)
- Cisco CCNA Cloud (2019)
- Dale Carnegie High Impact Presentation Certified (2018)
- Cisco Design Associate (2013)
- VMware VSP 5.5 & VTSP 5.5 (2014)
- SNIA Certified Storage Professional, Engineer & Expert (2011–2012)
- Hitachi Data Systems Certified Professional – Enterprise & Modular Storage (2012)
- Oracle-Sun Accredited Specialist (2010)
- HP Accredited Presales Professional & Consultant (2009)