

MOHD HISHAM AHMAD

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PROFESSIONAL SUMMARY

Enterprise Solution Architect and Technology Consultant with more than 20 years of experience delivering cloud, hybrid infrastructure, data center modernization, and enterprise technology solutions across government agencies and large enterprises. Proven track record in solution architecture, technical consulting, customer engagement, enterprise proposal development, and digital transformation initiatives. Experienced in translating complex business requirements into scalable, secure, and cost-effective technology solutions while working closely with executive stakeholders, technical teams, and business decision-makers.

CORE EXPERTISE

Solution Architecture & Cloud

- Enterprise Solution Architecture
- Cloud & Hybrid Infrastructure Architecture
- Cloud Migration & Modernization
- Infrastructure Assessment & Technology Roadmaps
- High Availability (HA) & Disaster Recovery (DR)
- Performance, Scalability & Cost Optimization

Presales & Consulting

- Business Requirement Discovery & Solution Mapping
- Technical Solution Design
- Enterprise Proposal Development
- Technical Presentations & Executive Briefings
- Customer Workshops & Proof of Concept (PoC)
- Technical Bid & Tender Support

Technical Expertise

- Compute, Storage & Virtualization Technologies
- Enterprise Networking Fundamentals
- Backup & Recovery Solutions
- Data Center Modernization
- System Integration & Infrastructure Deployment
- Business Continuity Planning

Customer Engagement & Leadership

- Stakeholder Management
- Technical Advisory
- Cross-functional Collaboration
- Technical Mentoring & Knowledge Transfer
- Partner Enablement
- Customer Success & Adoption

Professional Strengths

- Excellent presentation and public speaking skills.
- Passionate about delivering technical training, workshops, and knowledge-sharing sessions.
- Strong customer engagement and trusted technology advisory.
- Effective cross-functional collaboration and stakeholder management.
- Mentoring, coaching, and technical enablement for customers, partners, and internal teams.
- Strong communication skills with the ability to simplify complex technical concepts for diverse audiences.

PROFESSIONAL EXPERIENCE

Awantec Systems Sdn Bhd, Cyberjaya, Malaysia

Senior Consultant, Cloud Technology Specialist | Jul 2024 – Jul 2026.

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

Key Responsibilities:

- Designed cloud and hybrid architectures to align with customer business, security, and operational requirements.
- Produced High-Level Designs (HLD), technical proposals, and solution documentation for enterprise opportunities.
- Delivered executive presentations, architecture workshops, technical enablement sessions, and proof-of-concept engagements.
- Advised customers on cloud adoption, migration strategies, governance, security, and cost optimization.
- Led technical responses for Request for Proposal (RFP), Request for Quotation (RFQ), and tender opportunities across enterprise and public sector customers.
- Supported competitive bid engagements by providing technical clarifications, architecture recommendations, and solution positioning.
- Collaborated with sales, Google, and ecosystem partners throughout the solution lifecycle.

Key Technologies: Google Cloud Platform (GCP) • Google Distributed Cloud (Anthos) • Cloud Networking • Hybrid Cloud • Cloud Security & IAM • Cloud Migration • Cloud Run • Cloud SQL • Kubernetes • AI & Generative AI Tools

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

Presales Consultant | Oct 2010 – Jun 2024.

Served as a trusted technology consultant for enterprise and government customers, delivering solution architecture, infrastructure modernization, disaster recovery, and hybrid IT solutions across multiple industries.

Key Responsibilities:

- Designed enterprise infrastructure solutions covering compute, storage, virtualization, backup, disaster recovery, and high availability.
- Worked closely with enterprise customers to gather business and technical requirements before translating them into scalable solution architectures.
- Produced High-Level Designs (HLD), technical proposals, solution documentation, and bill of materials for enterprise projects.
- Delivered technical presentations, architecture workshops, proof-of-concept (PoC), and solution demonstrations to customers and partners.
- Provided trusted technical advisory throughout the presales lifecycle, from opportunity qualification to solution positioning and proposal defense.
- Collaborated with account managers, principals, and implementation teams to ensure successful solution delivery.
- Supported government agencies, financial institutions, manufacturing, education, healthcare, oil & gas, and commercial organizations on infrastructure modernization initiatives.
- Conducted customer training, technical workshops, and knowledge transfer sessions for customers, partners, and internal teams.
- Prepared technical responses for RFPs, RFQs, and government tenders, ensuring compliance with customer technical requirements and evaluation criteria.
- Worked closely with account managers, principals, distributors, and implementation teams to develop competitive enterprise solutions.

Key Technologies: Cisco Servers • Netapp Storage • Hitachi Storage • Quantum Tape Library • Veritas Netbackup • VMware • Microsoft Hyper-V • SAN • Fibre Channel

Patimas-HPD System Sdn Bhd, Bukit Jalil, KL.

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

Provided technical presales consultancy for enterprise server and storage solutions, supporting account managers throughout the sales lifecycle from customer engagement and solution design to proposal development and technical presentations.

Key Responsibilities:

- Engaged customers to understand business and technical requirements, translating them into scalable enterprise infrastructure solutions.
- Designed solution architectures covering enterprise servers, storage, virtualization, and high availability platforms.

- Prepared High-Level Designs (HLD), technical proposals, Bills of Materials (BOM), and solution documentation.
- Supported Request for Proposal (RFP), Request for Quotation (RFQ), and tender submissions by preparing technical responses and compliance documentation.
- Delivered technical presentations, solution demonstrations, proof-of-concept (PoC), and architecture workshops for enterprise customers and business partners.
- Collaborated closely with account managers, implementation teams, distributors, and technology principals throughout the presale's lifecycle.
- Conducted technical enablement, product training, and knowledge transfer sessions for partners and customers.
- Provided technical consultation during solution sizing, architecture reviews, and proposal evaluations.

Key Technologies: HPE ProLiant Servers • HPE BladeSystem • HPE Integrity Servers • HPE EVA Storage • SAN • Fibre Channel • High Availability • Enterprise Storage

IB Technologies Sdn Bhd, Serdang, Selangor.

Business Consultant | Aug 2005 – Jul 2008.

Provided business and technology consulting services for enterprise and government customers, leading solution design, customer engagement, proposal development, and project delivery for contact center and enterprise IT initiatives.

Key Responsibilities:

- Engaged customers to understand business objectives, operational challenges, and technical requirements before recommending appropriate technology solutions.
- Designed solution architectures and prepared technical proposals for enterprise and government projects.
- Led solution presentations, product demonstrations, proof-of-concept (PoC), and customer workshops throughout the presales lifecycle.
- Managed project planning, implementation coordination, risk management, and stakeholder communication to ensure successful project delivery.
- Prepared technical responses for RFPs, RFQs, and tender submissions while collaborating closely with sales and technical teams.
- Worked with customers across multiple industries including banking, telecommunications, government, oil & gas, manufacturing, and transportation.
- Coordinated solution delivery between customers, vendors, and implementation teams to ensure project objectives were achieved.
- Supervised and mentored technical consultants while promoting best practices in solution delivery and customer engagement.

Key Technologies: Genesys Contact Center Solutions • Workforce Management • Voice Logger Systems

iPerintis Sdn Bhd (Petronas), KLCC.

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)