

TENGKU EBAR SYARIF HAMZAH

ICT Support Engineer | Service Desk Analyst | Junior Cybersecurity Analyst

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PROFESSIONAL SUMMARY

Graduate ICT support engineer with a Master of Cybersecurity from Monash University. I diagnose and resolve installation and software problems, test systems for functionality and security, and write technical documentation. I hold the Google IT Support Professional Certificate and ISC2 CC, and I am preparing for Microsoft AZ-900.

KEY SKILLS

Support. Installing, configuring and troubleshooting laptops, software, Windows and Linux; system administration.

Testing. User, system and security testing; reviewing systems against standards to find high-risk areas.

Networking. Core networking concepts including IP addressing, DNS and DHCP, from Google IT Support coursework and university study.

Security. Phishing and malware awareness, network security, vulnerability scanning with Nmap, Nuclei, Burp Suite, Wireshark and Metasploit, code analysis with SonarQube.

Technical documentation. System specifications, setup and troubleshooting guides, security reports.

Cloud. Microsoft Azure fundamentals (AZ-900 in progress).

Data and scripting. Oracle SQL, basic Python and C#, currently learning PowerShell and Bash.

EDUCATION

Master of Cybersecurity

Graduating October 2026

Monash University, Melbourne, Australia

- Coursework in threat detection, network security and secure systems, with a vulnerability scanning practical.

Bachelor of Technology, Computer and Information Systems Security (Information Assurance)

Completed

International Islamic University Malaysia

EXPERIENCE

Delivery Rider (part-time)

Part-time

Uber Eats, Melbourne, Australia

- Deliver orders by e-bike, deal with customers directly and keep to delivery times.

Information Technology Intern

Mar 2023 to Sep 2023

PT. Mede Media Softika, Jakarta, Indonesia (remote)

- Worked with an IT team on a client database project, handling company data securely and documenting clearly.
- Loaded and merged client data into an Oracle database using SQL Loader, with a custom command for each document.
- Diagnosed upload errors through logs, fixed SQL queries and moved checked temporary data into final tables.
- Configured a locally hosted web app with TOAD, Visual Studio and IIS, writing custom parameters in C#.

Volunteering. Community events, 2017 to 2026: publicity, design and photography.

PROJECTS

BeyondReAim team web platform, ICT support, testing and security (FIT5120)

Monash University

- Set up the team's laptops to run the app and its tools locally, and resolved installation problems.
- Tested each iteration (user, system and security testing) and flagged high-risk gaps against agreed standards.
- Added rate limiting, and with developers fixed a CORS issue and moved admin database access to least privilege.
- Ran Nuclei scans and set up SonarQube, then wrote the security report for the team.
- Co-wrote handover documents: system specification, setup, troubleshooting and incident response guides.

PUBLICATIONS

A Conceptual eHealthCare4U Digital Platform Business Model: Ensure healthy lives and promote wellbeing for all ages of Healthcare and including prevention & cure

International Journal of Computer Science and Information Technology Research, Vol. 8, Issue 3, July to September 2020

- Co-authored with Issa Mahamat Issa Ahmat, Gaber Amer Abdullah Saleh Yahya and Abdul Rahman bin Ahmad Dahlan.

Paper link [researchpublish.com](https://www.researchpublish.com)

CERTIFICATIONS

- Google IT Support Professional Certificate
- Certified in Cybersecurity (CC), ISC2
- Microsoft Azure Fundamentals (AZ-900), in progress

LANGUAGES AND WORK RIGHTS

English (Full Professional) | Indonesian (Native) | Malay (Professional Working)

Temporary Graduate visa (subclass 485). Full working rights in Australia.