A. LATAR BELAKANG

NAMA : Ahmad Shaharuddin Amin Sahar

NO KAD PENGENALAN : 691020-0705647

KEWARGANEGARAAN : Malaysian

B. KELAYAKAN AKADEMIK
- Bachelor of Computer Science, University Science Malaysia, Penang.

KELAYAKAN PROFESIONAL :
- Apple Certified Trainer Snow 101 Mac OS X Support Essentials 10.6 (Dec 2009)
- Apple Certified Trainer Snow 201 Mac OS X Server Essentials 10.6 (Apr 2010)
- Apple Certified Trainer Lion 101 OS X Support Essentials 10.7 (Oct 20111)
- Apple Certified Trainer Lion 201 OS X Server Essentials 10.7 (Jan 2012)

C. PENGALAMAN KERJAYA
TURUTAN KERJA DAN PENGALAMAN

Freelance Trainer, Presenter and Consultant (2006 - Present)
- Provided training, presentation and consultation services to Apple Malaysia, Apple partners and customers.
- Worked with many K-12 and Higher Education institutions in implementing Apple technology.
- Apple Certified trainer for Lion, Snow Leopard Server and Snow Leopard.

System Engineer, Apple (1999 - 2005)
- Provided technical presales support to a nationwide Apple VAR network.
- Responsible for office automation, networking and Internet access.
- Trainer for Final Cut Pro, iMovie, Mac OS 9, Mac OS X, iTools, Quicktime Streaming and other tech related material.
- Managed accounts covering the public and private education sector.
- Developed and delivered persuasive technical sales presentations and product demonstrations that clearly communicate Apple's products, technology direction and competitive advantages
- Provided technical consulting on the integration and implementation of Apple products and technologies in customer environments
- Persuaded customers that Apple products are the best technological fit for their organizations

Customer Support Manager, Telekom Malaysia (1997-1999)
Managed a call center that provided first- line telephone support, consisting of approximately 20 customer support agents. Total customer base was approximately 250,000 users. Job scope included:
- Problem escalation to systems and network personnel
- Interviewing and hiring process of call center staff

- Developing software for call tracking and problem resolutions
- Representing call center during high level management meetings
- Developing and implementing call center procedures
- Executing disciplinary action as and when required

Customer Support Agent, The Network Connections Sdn. Bhd., (1996-1997)
Involved with web page design and maintenance for clients such as UMNO
Selangor,TNC and Telekom Malaysia.
Developed Internet dialler software for Tmnet.

Sales Executive, Z'tronic Computer (1994-1996)
Retail sales of computers, peripherals and software products . He was the only sales
and technical support representative for Apple products. The Showroom sales
(approximately RM40, 000 per month)

Lecturer, Informatics Institute (Aug 1993 - Aug 1994)
- Designed, planned lectures and sustain courses assigned to him
- Courseware development, improvement and enhancement
- Maintained a low absenteeism rate for class attendance
- Anticipated potential shortcomings on problem and implemented corrective actions upon management's approval
- Weekly reports and meetings
- Participated in projects required by the Company Other related duties assigned by management

D. **PENGALAMAN DALAM AKTIVITI LATIHAN BIDANG KECENDERUNGAN DAN KEISTIMEWAAN**
    The trainer is Apple Certified trainer since 2008. He conducted regular Apple certification courses in Malaysia and Singapore.

    PEKERJAAN SEKARANG
    Freelance trainer, presenter and consultant

E. **MAKLUMAT – MAKLUMAT LAIN**
    He has developed training materials and has conducted many courses. Kindly visit the http://mymacbasics.wikispaces.com website for more information.
    - Mac OS X Basics
    - iLife Basics
    - iWork Basics
    - iPad Basics
    - iOS Development

    Below are some of the customers that have benefited from his expertise:
    - Apple Malaysia
    - CIAST
    - CSC Malaysia
    - DotLife Sdn. Bhd, Wangsa Walk
    - iBox
    - Mont' Kiara International School
    - IT Fusion
    - Lowe Worldwide
    - NTUC Learning Hub Singapore

- OpenSOS Sdn. Bhd.
- Sapura Synergy SingaporeUIA Gombak
- Sri Kuala Lumpur School
- University Technology Malaysia, Skudai
- Very Imaginative People Sdn. Bhd.