



ELMER TANG HUAI

INFORMATION & COMMUNICATION TECH

CONTACT

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EDUCATION

Bachelor of Computer Science
(Hons)

UOW KDUPG University

2018 - 2022

SKILLS

- Monitoring & Performance Tools
- Networking Fundamentals
- Cloud & Virtualization
- AI Tools & Data Analysis
- Technical Documentation
- Troubleshooting & System Support

LANGUAGE

- English - Fluent
- Mandarin (Chinese) - Intermediate
- Malay - Basic
- Japanese - Basic

PROFILE

Junior IT professional with experience in system support and enterprise systems (MES, SAP). Skilled in monitoring, troubleshooting, and data analysis. Currently pursuing CCNA and building a home lab to gain hands-on experience in networking and cybersecurity. Strong in documentation, communication, and problem-solving.

EXPERIENCE

Inventec Appliances - Project Manager

Jan 2026 - Present

- Monitored and maintained the attendance system (HIK) and canteen E-system to ensure uptime; managed employee data updates and validated attendance records with HR and department leaders via SQL queries.
- Supported MES and internal production systems, handling troubleshooting, user access, and coordinating enhancements or downtime recovery.
- Monitored web portal and internal systems; resolved user issues and guided employees across departments.
- Provided IT support to local and overseas users via Microsoft Teams, ensuring timely issue resolution.
- Managed tickets, documentation, workflow tracking, and supported SAP account setup and installation.

UST Global (M) Sdn Bhd - AI Support Engineer

July 2023 - Feb 2025

- Provided L1 technical support for users on the Intel Tiber AI Cloud platform, assisting with VM performance, dataset access, and Jupyter Notebook executions.
- Troubleshot user issues involving Python environments, notebook errors, kernel failures, package conflicts, and dataset access permissions.
- Documented technical solutions, troubleshooting flows, platform issues, and bug replication steps into the internal knowledge base for team-wide reuse.
- Managed and escalated tickets through ISVC with proper categorization, SLA tracking, user communication, and root-cause summaries.

Exabytes Malaysia - System Engineer

Sep 2022 - June 2023

- Monitored server uptime, service health, disk utilization, and alerts using Nagios, and performed initial investigation for warnings and downtime.
- Assisted with basic server migration tasks, backup restoration, and data transfer between hosting environments.
- Supported customers via live chat, tickets, and phone, providing clear communication of findings, solutions, and preventive steps.

REFERENCES

Apple Heng

Manager

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