

NG YUAN XIN

DATA CENTRE & INFRASTRUCTURE ENGINEER

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TECHNICAL SKILLS

Infrastructure & Hardware: Dell PowerEdge, PowerStore, ME/MD storage, iDRAC, BIOS, RAID 0/1/5/6, rack and stack, firmware, hardware replacement

Storage & Virtualisation: SAN, NAS, Fibre Channel, iSCSI, LUNs, zoning, replication, snapshots, VMware ESXi/vCenter, Microsoft Hyper-V

Networking & Support: Windows/Windows Server, VLANs, IP addressing, DNS/DHCP, switch/port configuration, fibre/copper cabling, SQL Server Management Studio, TeamViewer, AnyDesk, ClickUp

Academic/Project Exposure: AWS EC2/Lambda, Docker, Kubernetes, CI/CD, Python, JavaScript, FastAPI, MongoDB, CouchDB, Git/GitHub

PROFESSIONAL EXPERIENCE

EVERDISH (EDISH LIMITED)

Ireland

Technical Support Specialist

May 2026 - Jul 2026

- Supported Everdish EPOS operations across a 3,000+ customer base in Ireland and the UK, handling about 15 daily cases through phone, email, WhatsApp, WeChat, TeamViewer and AnyDesk.
- Resolved approximately 95% of cases without escalation by diagnosing Windows, SQL database, EPOS application, printer, network, storage/memory and device-connectivity faults.
- Installed and configured EPOS applications and databases, receipt and kitchen printers, kitchen displays, cash drawers, caller-ID devices and multi-terminal setups; guided 100+ restaurant owners and staff.
- Recorded symptoms, troubleshooting actions and resolutions in ClickUp, created reusable support documentation and escalated complex software issues with detailed technical evidence.

ALAUNUS SDN. BHD.

Malaysia

Senior Deployment Engineer

Nov 2024 - Aug 2025

- Promoted after a three-month internship for rapid learning, ownership and deployment performance; supported work across 100+ combined projects, client locations and data-centre sites in banking, utilities, government and enterprise environments.
- Deployed and configured 200+ Dell PowerEdge servers and PowerStore, ME and MD storage systems, including iDRAC, BIOS, RAID, firmware, IP addressing, zoning and storage provisioning.
- Supported a 12-month Bank Rakyat data-centre migration involving 300+ hardware assets across 100+ racks; performed power/PDU, cooling, rack-space and cabling surveys and prepared port maps, runbooks, backup/rollback plans and validation checks.
- Helped complete the final cutover in three days instead of five by clarifying task ownership and reporting progress twice daily, reducing the migration window by two days.
- Installed and configured 50+ VMware ESXi hosts and Microsoft Hyper-V platforms; supported VM provisioning, snapshots, backup/rollback, firmware activities and root-cause recovery.
- Produced 10+ Problem-Analysis-Solution runbooks for junior engineers and performed installation checks and final quality inspections.

Junior Deployment Engineer Intern

Aug 2024 - Oct 2024

- Performed rack-and-stack, Windows Server and hypervisor installation, VLAN/IP/port configuration, storage provisioning and hardware replacement; completed 100+ Dell TechDirect technical training modules.

EDUCATION & SELECTED PROJECT

MUNSTER TECHNOLOGICAL UNIVERSITY (MTU)

Ireland

Bachelor of Science (Honours) in Computing with Software Development - Second Class Honours

Sep 2025 - May 2026

- Built Fake News Checkmate, an ML/NLP credibility-analysis web application using Python, scikit-learn, FastAPI, TF-IDF, Logistic Regression and JavaScript; processed 113,300 rows and achieved 95.29% headline-classification accuracy and 86.94% clickbait-detection accuracy.

METHODIST COLLEGE KUALA LUMPUR (MCKL)

Malaysia

Diploma in Computer Science - CGPA 3.66

Aug 2022 - Feb 2025

LEADERSHIP & DISTINCTIONS

- President, MCKL Diploma Student Union (2023-2024):** elected with 50+ votes to lead a seven-member committee representing 100+ students; managed a RM15,000 budget and organised annual dinner, industry visits, sports/charity events and a 40+ participant Penang trip.
- Graduation Speaker, MCKL:** selected for leadership, discipline and academic performance; addressed 200+ graduates and 400+ attendees.
- NCO Chairman and Staff Sergeant, 1st Kuala Lumpur Boys' Brigade (2023-2025):** led committees and quarterly performance reviews, trained 5-80 members, and received the Founder's Award (2024), the organisation's highest distinction.
- Malaysia Book of Records (2023):** completed 55 left-arm one-arm push-ups in one minute.

LANGUAGES

English - Fluent | Mandarin - Fluent | Cantonese - Fluent | Bahasa Malaysia - Advanced

To Whom It May Concern:

It is my pleasure to strongly recommend Joshua Ng Yuan Xin for an employment in your company.

I am Jethro Thompson, the owner at Alaunus Sdn. Bhd. I have 25 years of experience working in the enterprise IT infrastructure field and while I've worked with many people over the course of my career, Joshua is one individual I have worked with who uniquely stands out.

During our time together, Joshua displayed great enthusiasm, initiative and discipline. He is a very responsible and hard-working employee which makes him stand out among many. Joshua was a joy to work with because of his amazingly positive attitude and valued not just by me but by his peers.

I am confident that Joshua would be a great fit for your company. If you need more information or specific examples, please do not hesitate to contact me at jethro.thompson@alaunus.co. I would be happy to elaborate further on my time working with Joshua.

Sincerely,

Jethro Thompson

Owner & Chief Executive Office

Alaunus Sdn. Bhd.

National Record



This Is To Certify That

NG YUAN XIN

is listed in

THE MALAYSIA BOOK OF RECORDS

for completing the

MOST ONE ARM PUSH-UPS IN ONE MINUTE

Total : **55** One Arm Push-Ups

Date : October 15, 2023

Venue : Sri Petaling Community Centre, Kuala Lumpur

TAN SRI DATUK DANNY OOI
P.S.M., P.J.N.
Founder



DATO' SERI (DR) MICHAEL TIO
D.G.P.N., D.P.T.J., J.P.
Chief Executive Officer



THE BOYS' BRIGADE IN MALAYSIA



FOUNDER'S BADGE

In Recognition of Attaining the
Highest Award in the Boys' Brigade,
this Founder's Certificate is awarded to

**SGT
NG YUAN XIN**

Of

THE 1ST KUALA LUMPUR COMPANY

On

17TH JULY 2024

Brigade President

FA 10088

