

MOHD KHAIRUL ASYRAFF BIN ABDUL LATIFF

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PROFESSIONAL SUMMARY

System Support Engineer with 3+ years of experience supporting Linux and Windows hosting infrastructure across shared, VPS, and dedicated server environments. Skilled in incident response, DNS/email/web troubleshooting, abuse handling, server monitoring, virtualization, and technical escalation. Experienced in managing high-volume support operations while maintaining 99.99% uptime KPI and contributing to data center migration activities. Hands-on experience using PowerShell and Bash to automate infrastructure operations and repetitive technical workflows.

TECHNICAL SKILLS

Core Infrastructure: Linux (Ubuntu, AlmaLinux, CentOS, CloudLinux), Windows Server 2016/2019/2022, KVM, Hyper-V, Active Directory, Group Policy (GPO)

Hosting & Web Stack: cPanel, WHM, SolidCP, DirectAdmin, Plesk, Apache, LiteSpeed, IIS

Networking & Security: DNS, DHCP, TCP/IP, VPN, SSL/TLS, Firewall Management, CSF, Malware/Spam/DDoS Handling
Monitoring, Email & Databases: PRTG, Log Analysis, SmarterMail, RoundCube, Outlook, MySQL, MSSQL

Scripting & Automation: PowerShell, Bash Scripting, Task Scheduler, Windows Server Backup, Hyper-V Capacity & VM Placement Automation

Basic Exposure: PHP, Laravel, Python, Machine Learning Fundamentals, Git, Basic AWS

PROFESSIONAL EXPERIENCE

System Support Engineer | Yeahhost Sdn. Bhd., Penang | Mar 2023 - Present

- Administer dedicated, VPS, and shared hosting environments across Linux and Windows platforms; manage OS updates, service configuration, and performance optimization for production servers.
- Support high-volume operations handling 3,000+ monthly tickets across the team covering web hosting, DNS, email, database, cPanel, SolidCP, and CMS issues; consistently maintain resolution quality and response standards.
- Sustain 99.99% server uptime KPI through proactive PRTG monitoring, Exim/Apache/system log analysis, and early identification and escalation of performance or availability issues.
- Investigate and remediate abuse incidents involving malware infections, spam campaigns, and DDoS attacks; perform root cause analysis and guide customers through hardening and prevention steps.
- Troubleshoot complex DNS propagation, email delivery failures, web server misconfigurations, firewall blocks, high-load incidents, and authentication issues across Linux and Windows environments.
- Manage virtualization platforms (KVM, Hyper-V) and web servers (Apache, LiteSpeed, IIS); support escalations requiring deep technical diagnosis.
- Assisted in deployment and basic setup of physical server hardware including Dell PowerEdge series (R710, R720, R730) for production hosting environments.

KEY PROJECTS

Hyper-V VM Placement & Capacity Automation | Yeahhost Sdn. Bhd. | 2026

- Developed a PowerShell-based automation tool to evaluate Hyper-V host capacity and recommend suitable hosts for new VM deployment based on available memory, VM count, compatibility, and predefined resource requirements.
- Automated host data collection, comparison, and ranking across multiple Hyper-V servers, reducing manual capacity assessment and providing alternative placement options.

Infrastructure & Security Incident Troubleshooting | Yeahhost Sdn. Bhd. | 2026

- Performed root cause analysis for complex production incidents including compromised cPanel email filters and unauthorized forwarding, abnormal VPS bandwidth associated with WireGuard, and repeated large HTTP POST requests causing excessive ModSecurity log growth.
- Investigated high-load WordPress incidents through Apache log analysis and request correlation, identifying repeated wp-cron activity and external traffic patterns; documented findings and applied or recommended corrective actions.

Data Center Server Migration | Yeahhost Sdn. Bhd. | Dec 2023

- Contributed to full data center relocation from Georgetown to Seberang Jaya; coordinated with technical teams to minimize service disruption and ensure zero data loss throughout the transition.
- Executed post-migration validation covering server accessibility, hosting service stability, DNS resolution, email delivery, and overall operational readiness across all migrated environments.

EDUCATION

Bachelor of Computer Engineering | Universiti Malaysia Perlis (UniMAP) | 2018 - 2021

- Awards: Dean's List | eReka Silver Award UniMAP 2020

Diploma in Computer Engineering | Universiti Malaysia Perlis (UniMAP) | 2015 - 2018