

Ts. Muhammad Suzarilshah bin Zakaria

suzarilshah@gmail.com | (+60) 11-56396289 | suzarilshah.uk

Executive Summary

Shah is a Microsoft MVP, Docker Captain, a Microsoft Certified Trainer, and a technophile with a deep passion for technology, particularly in the realms of Docker, Kubernetes, Cloud, IoT, and Networking. With a strong foundation in IT infrastructure, he also enjoys coding and developing software solutions. Currently pursuing a Master in Engineering Technology (Electrical and Electronics) at Universiti Kuala Lumpur, his research focuses on integrating Azure Cloud functions into IoT applications. Beyond his technical pursuits, Shah is a natural leader dedicated to empowering and contributing to his own community. As a former Windows Insider MVP, he has organized and hosted numerous events and workshops, benefiting his community in Malaysia. He also enjoys creating tech-related content, sharing his knowledge through his YouTube channel, and guest blogging at Microsoft Tech Community site. His content serves as a valuable resource for those looking to enhance their understanding of technology, and he is always open to feedback and ideas for improvement.

Professional Experience

Swift

2025 - Present

Senior IT Systems and Customer Engineer

- Spearheaded training initiatives for AUNPP Products (PAG/DMC/Cloud), equipping the Support Team with in-depth knowledge and skills to enhance service delivery and reduce response times.
- Served as the primary point of reference and subject matter expert for AUNPP Products across PAG, DMC, and Cloud platforms, providing critical guidance to ensure accurate troubleshooting and resolution.
- Provided high-level support for Assistance Requests (ARs) related to AUNPP Support (PAG/DMC/Cloud), collaborating with L1 and L2 Customer Support teams to address complex issues efficiently and improve customer satisfaction.
- Acted as a key escalation point between the Customer Support Team and the Development Team, facilitating seamless communication and driving swift resolution of critical technical issues to minimize downtime and ensure operational continuity

F5, Inc.**July 2024 – February 2025***Network Support Engineer 1*

- Provided dedicated support to F5's global NGINX customers during APAC hours (8 AM - 5 PM MYT, Tuesday to Saturday), specializing in NGINX+, NGINXaaS, Nginx App Protect and NGINX Ingress Controller through Salesforce.
- Engaged directly with customers through calls to resolve complex issues, ensuring a personalized and effective support experience.
- Consistently achieved an impressive CSAT score, demonstrating unwavering commitment to customer satisfaction and adherence to Service Level Agreements (SLA).
- Actively contributed to both customer-facing and internal Knowledge-Centered Service (KCS) articles, earning a recognized contributor role for enhancing the knowledge base and driving self-service solutions.

Docker, Inc.**January 2022 – June 2024***Technical Support Engineer (Contractor via ServiceRocket Inc.)*

- Deliver exceptional Level 1-2 Technical Support during EMEA hours (2 PM – 11 PM MYT), catering to Docker Hub, Docker Desktop, and Telepresence inquiries/issues via Zendesk and Salesforce.
- Attained an impressive CSAT Score consistently exceeding more than 4 out of 5, showcasing commitment to customer satisfaction and timely SLA.
- Enriched the company's Knowledge Base with comprehensive insights on Docker SSO and SCIM, enhancing support efficiency.
- Authored comprehensive articles and conducted knowledge-sharing sessions on critical subjects such as Docker SSO and SCIM with IDP like Okta and Azure AD, Docker Scout, and external Registry setup for the Internal Docker Support Team.
- Actively engage in the refinement of Docker Desktop through dedicated participation in internal testing and providing valuable feedback.
- Pioneered creating and maintaining a repository housing Canned Responses, substantially amplifying productivity within the Docker Support Team.
- Contributed to the Docker Customer Education and Onboarding program creating videos in the topics of SSO, and SCIM on Docker Hub.
- Collaborated with Docker's Documentation team to elevate the comprehensiveness of Docker SCIM documentation.
- Demonstrated exceptional technical acumen by directly engaging with Docker's premium customer base through live calls, swiftly diagnosing and resolving complex issues with Docker Hub and Docker Desktop, thereby ensuring minimal downtime and enhancing overall client satisfaction.
- Conducted comprehensive case reviews for APAC and EMEA Technical Support Engineers, delivering insightful feedback aimed at enhancing performance which directly contributed to a measurable enhancement in service quality and support efficiency.

Ruijie Networks (Contract)**September 2021 – December 2021***Technical Support Engineer (Contractor via Envo BPO Sdn. Bhd.)*

- Delivered exceptional first-level technical support to a global customer base through calls and live chat, specializing in Ruijie Network hardware such as switches, wireless access points, and routers.
- Successfully managed APAC and AMER shifts remotely from Malaysia, ensuring seamless 24/7 support and rapid resolution of technical issues.
- Collaborated closely with TAC engineers to escalate and resolve complex customer issues, significantly improving problem resolution times.
- Achieved outstanding Customer Satisfaction (CSAT) scores, consistently surpassing performance benchmarks and enhancing overall customer experience.

Technical Skills

Microsoft Azure Cloud Computing Python ITSM, ITIL Technical Troubleshooting Bash Programming HTML, CSS and Javascript Artificial Intelligence (AI)	Internet of Things NGINX Microsoft 365 Cisco Networking SQL and Databases Data Analytics Cloudflare, DNS Azure AI Foundry	Linux Server Deployment Docker Kubernetes REST API Azure Machine Learning Javascript / Web app development
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Education**Universiti Kuala Lumpur - British Malaysia Institute** **2022 - 2025***Master of Engineering Technology (Electrical and Electronics)***Research title:** Artificial Intelligence Analysis of Spearmint's growth in an Automated Smart Aquaponics OpenAI GPT-o3 mini and DeepSeek R1 models**Universiti Kuala Lumpur - Malaysian Institute of Information Technology**
2018 – 2021*Bachelor of Computer Engineering Technology (Networking Systems) with Honours***CGPA:** 3.81**Final Year Project:** Smart Aquaponics Systems for Urban Farming**German-Malaysian Institute (GMI)****2015 - 2018***Diploma in Network Security***CGPA:** 3.67**Final Year Project:** Light signals transmission for short-distance communication (VLCx)

Achievements / Awards

1. Runner Up (Top 4 Asia) – Epic Challenge Microsoft Imagine Cup 21 (Microsoft)
2. **Project Award:** Silver Medal – Automated Aquaponics Systems to support Sustainable Development Goals (SDG) (International Technology Expo (ITEX 21))
3. **Project Award:** Silver Medal - Automated Aquaponics Systems to support Sustainable Development Goals (SDG) (Malaysian Technology Expo (MTE 22))
4. Gold Microsoft Learn Student Ambassadors (Microsoft)
5. Windows Insider MVP 2023 (Microsoft)
6. Best Presenter at ([IVIT Convention](#)) 2023 (Universiti Kuala Lumpur)
7. **Project Award:** Bronze Medal – Machine Learning Analysis of Smart Aquaponics Solutions using Azure Machine Learning (Malaysian Technology Expo (MTE 24))
8. [Microsoft Most Valuable Professional \(MVP\)](#) – Artificial Intelligence (2024)
9. Best Presenter at [KLSF 2025 conference](#) (Universiti Kuala Lumpur)

Associations

Engineering Technologist	Board of Engineers Malaysia (BEM)
Professional Technologist	Malaysian Board of Technologists
Graduate Technologist	(MBOT)
Microsoft Certified Trainer	Microsoft
Microsoft Innovative Educators Expert	Microsoft
Docker Captain	Docker, Inc.

Publications

[LoRa Network-Based Wearable Tracker - A Preliminary Work](#)

DOI: 10.1109/IVIT55443.2022.10033340

Publisher: IEEE

[Automated Aquaponics Systems to Support Sustainable Development Goals](#)

DOI: 10.1007/978-3-031-67437-2_11

Publisher: SpringerLink

Articles/Blogs

1. [Deploying GPT-4o AI Chat app on Azure via Azure AI Services – a step-by-step guide](#) – Microsoft (2024)
2. [Vulnerability Assessment on Azure Container Registry with Microsoft Defender and Docker Scout](#) Microsoft (2024)
3. [Host and Deploy Images on Azure Container Registries \(ACR\) via App Service - A step-by-step guide](#) Microsoft (2024)
4. [Setting up Azure API on Postman and Azure CLI – Step-by-step guide](#) Microsoft (2024)
5. [Deploy Open Web UI on Azure VM via Docker: A Step-by-Step Guide with Custom Domain Setup.](#) Microsoft (2025)
6. [Step-by-step: Integrate Ollama Web UI to use Azure Open AI API with LiteLLM Proxy](#) Microsoft (2025)
7. [Power Up Your Open WebUI with Azure AI Speech: Quick STT & TTS Integration](#) Microsoft (2025)

8. [Configure Embedding Models on Azure AI Foundry with Open Web UI](#) Microsoft (2025)
9. [Create Stunning AI Videos with Sora on Azure AI Foundry!](#) Microsoft (2025)

Community Event Hosted

Event Name	Role	Topics	Venue
Microsoft Global AI 2024 Malaysia - March 2024	Speaker & Organizer	Deep dive into Azure OpenAI services	Microsoft Malaysia Office
The Power of Artificial Intelligence in real world - March 2024	Speaker & Organizer	Introduction to Microsoft Learn Student Ambassadors program	UniKL MIIT
Microsoft MEET & GREET - Empowering the next generation to be AI and Future - Ready - March 2024	Speaker	Introduction to Azure Open AI Services	Microsoft Malaysia Office
Microsoft AI Developer tools and Azure Symposium - May 2024	Organizer	Keynote Speaker - event organizer	Microsoft Malaysia Office
Microsoft MEET & GREET - Elevate your career in tech: Unleash Potential with Microsoft - June 2024	Speaker	Career / Experience Sharing in the IT industry	Microsoft Malaysia Office
Let's get technical - Regression Model Values Forecasting using Azure Machine Learning - June 2024	Speaker	Regression Model Values Forecasting using Azure Machine Learning	Online
aMP KL 2024 Thriving in the age of AI – October 2024	Speaker	Streamlining Gen AI development and deployment with NVIDIA on Azure	Microsoft Malaysia Office
Microsoft Global AI 2025 Malaysia - March 2025	Speaker & Organizer	Creating your own ChatGPT with OpenWeb UI and Azure AI Foundry	Microsoft Malaysia Office
aMP KL 2025 Thriving Through Tech: Innovation, Security & AI – October 2025	Speaker	Generate Video with AI with Azure Sora 2 model	Microsoft Malaysia Office
E2 (Educator Exchange) Sabah – November 2025	Speaker & Organizer	Agritech and AI in Education	Royale Borneo Hotel Tawau

For a complete list for the events I hosted in the past, please visit: <https://suzarilshah.uk>

Certifications

ITIL 4 Foundation in IT Service Management Microsoft Certified: Identity and Access Administrator Associate Microsoft Certified: Security, Compliance, and Identity Fundamentals Microsoft 365 Certified: Fundamentals Microsoft Office Specialist: Associate (Office 2019) Microsoft Office Specialist: Outlook Associate (Office 2019) Certified in Cybersecurity (CC) - ISC2 Microsoft Office Specialist: Associate (Microsoft 365 Apps) Microsoft Office Specialist: Expert 2019	Microsoft Certified: Azure Solutions Architect Expert Microsoft Certified: Azure Security Engineer Associate Microsoft 365 Certified: Modern Desktop Administrator Associate Microsoft Certified: Azure Fundamentals Microsoft Office Specialist: Powerpoint Associate (Office 2019) Microsoft Office Specialist: Word Associate (Office 2019) Microsoft Certified: Power Platform Fundamentals Microsoft Certified: Azure Data Fundamentals Microsoft Office Specialist: Excel Expert 2019	Microsoft Certified: Azure Administrator Associate Microsoft 365 Certified: Teams Administrator Associate Microsoft Office Specialist: Associate (Microsoft 365 Apps) MOS: Excel Associate (Microsoft 365 Apps) MCE: Microsoft Certified Educator Microsoft Certified: Azure IoT Developer Specialty Dell EMC Associate - Networking Version 1.0 Microsoft Certified: Azure AI Fundamentals Microsoft Office Specialist: Word Expert 2019
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Reference

Relationship: Research Supervisor
 Dr. Aznida binti Abu Bakar Sajak
Email: aznida@unikl.edu.my
Contact No: +6016-3314231
 Senior Lecturer,
 Computer Engineering Technology
 Universiti Kuala Lumpur MIIT

Relationship: Manager
 Mr. Andy Quah
Email: andy.quah@servicerocket.com
Contact No: +603-27262300
 Senior Director, Support
 ServiceRocket Inc.