



RAYNOLD GERRY ANAK ALFRED

IT SUPPORT EXECUTIVE (Retail Systems & Infrastructure)

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PROFESSIONAL SUMMARY

IT professional with hands-on experience supporting and managing IT operations for a multi-branch retail organization (100+ outlets). Experienced in POS system deployment, SQL configuration, network troubleshooting, and internal workflow system development using Laravel & MySQL.

Currently serving as the sole in-house IT personnel supporting HQ, warehouse, and retail outlets, handling business-critical systems including financial workflow processes, stock control access, system migration, and infrastructure maintenance. Strong ability to translate operational needs into structured technical solutions in fast-paced environments with evolving SOPs.

CORE COMPETENCIES

Retail Systems & POS Operations

- ARMS POS system & IRS POS system deployment and support
- Conduct SOP and Training to the users of POS system.
- User ID management & access control restructuring
- Stock adjustment permission policy implementation
- Multi-outlet technical support coordination
- Daily retail operations support.

IT Infrastructure & Networking

- LAN/WAN setup and troubleshooting
- IP addressing & remote access configuration (Zero Tier VPN)
- Router configuration & connectivity diagnostics
- Server monitoring, log checking & maintenance
- Backup & recovery procedures

Systems & Application Development

- Laravel-based internal workflow development
- PHP & MySQL database integration
- Process flow design & system documentation
- Google Sheets automation & reporting systems
- Requirement clarification with management stakeholder

Database & Software Support

- SQL configuration & remote payroll database access
- System migration support
- Software installation & license configuration
- Issue tracking & root cause troubleshooting

Hardware & Surveillance

- CCTV installation, RTSP configuration & remote monitoring
- POS hardware setup (scanner, receipt printer, cash drawer)
- IT asset inventory tracking system design

PROFESSIONAL EXPERIENCE

IT Support Executive (Retail Systems & Infrastructure)

EVER24 Sdn Bhd – Miri, Sarawak
2025 – Present

Sole in-house IT personnel supporting HQ, warehouse operations, and 100+ retail outlets.

- Managed and supported ARMS & IRS POS systems across multiple outlets.
- Implemented structured user ID control policy for stock adjustment security.
- Configured SQL Payroll remote access via VPN for secure off-site operations.
- Led Google Workspace email migration and recovery operations for management.
- Maintained CCTV systems with remote monitoring configuration across outlets.
- Designed and developed internal Daily Closing workflow system using Laravel & MySQL.
- Built centralized IT Asset Inventory tracking using Google Sheets & Forms.
- Assisted in retail system migration implementation across 100+ outlets.
- Coordinated directly with Director, CEO, Finance, HR, warehouse, and store managers.
- Provided after-hours technical support for urgent operational issues.

IT Intern

Pustaka Negeri Sarawak – Miri
Jan 2024 – Jun 2024

- Troubleshoot network connectivity issues across departments.
- Assisted in server maintenance, scheduled updates, and monitoring.
- Performed regular system backups to ensure data integrity.
- Maintained CCTV systems and workstation setups.
- Supported preventive maintenance documentation and reporting.

Business Development Trainee

Pandit Sdn. Bhd – Remote/Hybrid

Aug 2021 – Nov 2021

- Conducted market research and campaign performance analysis.
- Assisted with Python-based data analysis tasks.
- Supported outreach strategies and lead generation activities.

KEY TECHNICAL PROJECTS

Retail Daily Closing Workflow System (Internal Project)

- Designed structured Manager → Account → Finance → CEO approval workflow.
- Developed using Laravel & MySQL.
- Implemented controlled status transitions to prevent data inconsistencies.
- Structured reporting visibility for financial tracking.

Smart Motion Detection System (Final Year Project)

University Malaysia Sarawak (UNIMAS)

- Developed IoT-based monitoring system using Arduino Nano 33 IoT & ESP32.
- Integrated Wi-Fi & GSM real-time alerts via Blynk platform.
- Applied Tiny AI (Edge Impulse) for motion classification (~80% simulated accuracy).
- Conducted hardware–software integration testing and calibration.

EDUCATION

Bachelor of Computer Science (Hons.) – Network Computing

University Malaysia Sarawak (UNIMAS)

CGPA: 3.10 | 2022 – 2025

Matriculation Certificate – Computer Science Major

Labuan Matriculation College

CGPA: 3.13 | MUET Band 3

Sijil Pelajaran Malaysia (SPM)

Kolej Tun Datuk Tuanku Haji Bujang, Miri

TECHNICAL SKILLS

Languages: PHP, SQL, Python, C/C++, Java

Framework: Laravel

Database: MySQL

Platforms: Google Workspace, Zero Tier

Hardware: POS Systems, CCTV DVR/NVR, Routers, Printers