



MUHAMMAD IZZAT HILMI BIN SAPAWI

Technical Support Engineer

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📍 Batu Kawan, Penang

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Skills

🔧 Technical documentation & work instruction authoring

🔧 Design FMEA documentation

🔧 Safety risk assessment fundamentals

🔧 Assembly drawing and electrical drawing reading

🔧 Machine commissioning and lifecycle documentation

🔧 Microsoft Excel (Advanced Formulas, Pivot Tables)

🔧 AI-assisted documentation tools (Claude Code, NotebookLM)

🔧 Microsoft Office Suite

Certifications

Excel: Advanced Formulas and Functions

LinkedIn Learning

Excel Essential Training (Office 365/Microsoft 365)

LinkedIn Learning

Structuring Machine Learning Projects

DeepLearning.AI

Languages

Malay

English

Summary

Technical Support Engineer with 4 years of experience in industrial automation, specializing in technical documentation, FMEA, and work instruction development. Proven track record of creating standardized procedures and assembly documentation that reduce human error and improve operational efficiency. Leverages AI tools (Claude, NotebookLM) to accelerate documentation workflows. Seeking to grow into a master document controller role within a precision-driven automation environment at M.A.i.

Experience

Greotech Integration (M) Sdn Bhd

Batu Kawan, Penang

Technical Support Engineer E2

Apr 2025 - Present

- Authored and maintained Design FMEA documentation to identify hardware risks early, directly reducing post-installation failures
- Developed standard work instructions and conducted assembly briefings, ensuring technicians followed precise alignment protocols during the build phase
- Created and managed full lifecycle documentation for automation equipment — from assembly and I/O checking through to onsite commissioning — ensuring compliance with design specifications

Technical Support Engineer E1

Jan 2022 - Apr 2025

- Commissioned and installed high-precision automation machinery onsite for EV production lines, ensuring 100% adherence to project timelines and client technical specifications
- Developed standardized alignment checklists and work instructions for assembly drawings, reducing human error and streamlining onboarding for junior technicians
- Optimized machine process tools and fine-tuned mechanical alignments, resulting in a 15% reduction in cycle time during initial setup

<https://greotech-group.com/en/>

C-PAK Cergas Sdn Bhd

Senawang, Negeri Sembilan

Process Engineering Intern

- Involved in root-cause analysis projects to reduce rejection rates and increase output yield in the Minipress department
- Involved in root-cause analysis projects to reduce rejection rates and increase output yield in the Minipress department

Education

University of Malaya

Bachelor of Mechanical Engineering (Hons.)

Sept 2017 - Aug 2021

Achievement

Greotech Technology Berhad (2026)

Machine Downtime Alert System

Self-initiated project to improve machine uptime visibility. Built a real-time monitoring system that triggers Telegram and Microsoft Teams alerts when equipment status changes. Recognized by management with an award for initiative and measurable impact on downtime response time.