

# Ansar Abdullah

US Citizen | Technical Project Manager

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## EXPERIENCE

### Ansar Robotics, Kuala Lumpur—AI Solutions & Research Operations Specialist

October 2025 - Present

- R&D Technical Consultation: Directed Master's and PhD researchers in the integration of automated R&D workflows, Used AI to create research datasets and summarized data for presentation
- Low-Code Web Development: Engineered and deployed full-stack websites for students using Lovable and Gamma, converting static academic portfolios into interactive websites.
- AI Agent Architecture: Designed and deployed custom Copilot Agents and Gemini Gems to automate repetitive academic administrative tasks.
- Agile Project Management: Orchestrated end-to-end research lifecycles using Google Workspace, maintaining a 100% success rate in hitting critical academic milestones.
- AI-Enhanced Multimedia: Spearheaded technical content creation using CapCut's AI Lab, leveraging automated voice synthesis and smart-cut features to drive higher engagement for educational outreach.
- Enterprise Automation: Optimized internal operations by integrating Office 365 Copilot, streamlining student onboarding and service coordination through cloud-based workflow automation.

### Doo FXBO, Kuala Lumpur— Project Manager (*Cyber Security Internship*)

October 2024 - October 2025

- Edge Security & Cloud Ops: Collaborated with DevOps teams to optimize Cloudflare configurations, ensuring robust edge security, DDoS mitigation, and high availability for global web services.
- Infrastructure Integrity: Managed the SSL certificate lifecycle and performed advanced DNS troubleshooting, resolving propagation latencies and preventing service downtime for financial platforms.
- API Security Research: Conducted deep-dive vulnerability research for Master's thesis development, utilizing Postman for functional testing and penetration testing to identify and mitigate API-level threats.
- Technical Workflow Automation: Leveraged Microsoft 365 Copilot to architect automated technical documentation and SOPs, reducing onboarding time for new technical staff by 30%.

## SKILLS

Digital Productivity & EdTech

Project Management & Ops

Cyber Security & Governance

AI & Low-Code Development

API Security

Networking & Infrastructure

Technical Communication

Client Relations & Support

Strategic Leadership

## CERTIFICATIONS

API Security Fundamentals 2024

Project Management Google 2023

## LANGUAGES

English (Native)

- **Log Analysis & Monitoring:** Analyzed system logs to proactively identify performance bottlenecks and security threats, ensuring the reliability of internal fintech ecosystems.
- **Cross-Functional Coordination:** Orchestrated technical deliverables across distributed teams using Agile methodologies, ensuring all cybersecurity milestones aligned with broader business objectives.

## **International School, Kuala Lumpur— *ICT Teacher (volunteer)***

March 2023 - October 2024

- **Cybersecurity & Infrastructure Curriculum:** Designed and delivered advanced ICT modules covering Network+, A+, and Cybersecurity fundamentals.
- **Digital Project Management:** Introduced students to Agile and Project Management principles, utilizing interactive platforms to simulate real-world technical workflows.
- **Full-Stack Educational Tools:** Developed a dedicated web platform for assignment management and student tracking, improving organizational efficiency and digital accessibility.
- **Multimedia Learning Environments:** Integrated professional-grade AV solutions, to create technical training sessions.
- **Continuous Improvement Framework:** Analyzed student engagement data to pivot teaching methods in real-time, tailoring the learning experience to meet neurodiverse student needs and technical goals.

## **Google, Remote — *(Artech) Product Specialist Trainer***

March 2021 - March 2023

- **Trainer and Product Support:** for Google employees
- **Global Technical Enablement:** Directed technical training sessions for Google Nest products, facilitating up to five global sessions daily for international teams.
- **Infrastructure Security Education:** Engineered curriculum to equip employees with network segmentation protocols and home network security best practices, significantly hardening remote work environments.
- **Scalable Knowledge Management:** Architected and maintained a centralized internal training repository (Wiki/Web), streamlining resource accessibility.
- **Leadership & Quality Assurance:** Promoted to Trainer within 90 days based on operational excellence; mentored staff to ensure global standard alignment.
- **Cross-Functional Product Synergy:** Collaborated with hardware engineers and software developers to develop training content based on user feedback.

## Charter Communications, Ohio – IT Consultant

December 2019 - March 2021

- Tier 1-3 Technical Support & Account Management: Delivered high-volume technical support, maintaining a high satisfaction rating through expert troubleshooting and technical empathy across chat and voice channels.
- Security Advisory: Provided expert guidance on router security and home network defense, strengthening client infrastructure against emerging threats.
- Network Infrastructure: Specialized in advanced ISP circuit troubleshooting and configured mesh networks across multi-building environments to optimize performance.
- Collaboration & Ops: Leveraged Microsoft 365 and Teams to manage complex support workflows and communicate outage logistics to operations teams.

## Ohio State University, Ohio –Field Service Manager (Healthcare IT Operations)

August 2016 - December 2019

- Enterprise Infrastructure Leadership: Directed a high-performance technical support team of five, overseeing the deployment and maintenance of critical IT infrastructure across diverse hospital departments.
- Healthcare Systems Availability: Managed onsite hardware lifecycle and network port activations, ensuring 99.9% uptime for essential medical services and clinical workstations.
- Knowledge Management & Governance: Administered the hospital's SharePoint ecosystem, centralizing technical resources and streamlining internal communication protocols for medical staff.
- Network Performance & Validation: Conducted Cisco wireless signal testing and optimization to maintain high-speed, reliable connectivity in high-density healthcare environments.
- Operational Excellence: Collaborated with centralized Help Desk teams to align field operations with enterprise-wide service standards, significantly reducing system downtime and improving patient care delivery.
- Logistics & Resource Allocation: Applied advanced problem-solving and time-management strategies to prioritize emergency support requests in a high-pressure, mission-critical environment.

## IX Web Hosting, Ohio– Support Engineer

July 2014 - August 2016

- Client Success & Migration: Delivered expert Tier 1-3 support for domain registration and DNS management; successfully migrated complex websites and databases to optimize server uptime.
- Technical Training: Provided high-level instruction on web hosting

technologies (cPanel/Plesk) and CMS platforms (WordPress, Joomla, Drupal).

- Cross-Functional Support: Collaborated with System Administrators and Frontend teams to resolve escalated technical tickets while utilizing Google Analytics for data-driven troubleshooting.
- Conflict Resolution: Applied professional de-escalation techniques in high-volume environments to ensure consistent customer satisfaction and service reliability.

## EDUCATION

### University Malaya, Kuala Lumpur— Cyber Security

*Master's Degree*

November 2022 - In Progress

### Columbus State College, Ohio— Computer Science

*Associate's Degree*

August 2019 - July 2022

### State of New York College, Morrisville— Systems Technology

*Associate's Degree*

September 1997 - December 1999

## RECENT PROJECTS

### 2026 The Nexus Project: Malaysia Market

Modernized R&D Workflows for PhD-level Researchers and ESL instruction by integrating Cloud Workspaces and Vision 2030 initiatives into classroom development

### 2025 New Branch CRM setup —UAE Market

Led CRM system setup for a new branch, ensuring on-time delivery and compliance during the UAE office launch. Worked with system admins and frontend support to resolve latency issues, improving performance.

### 2024 Shufti Pro CRM Integration —Japan Market

Directed KYC processes using a Fintech CRM system, ensuring compliance and operational efficiency across onsite and remote setups. Collaborated with backend developers, CRM teams, and Shufti to achieve seamless integration, including testing OCR data extraction. Resolved API issues through detailed troubleshooting to maintain system reliability.

### 2024 Jira Service Desk Management — Malaysia Market

Implemented a Jira Service Desk ticketing system, transitioning from Excel to a Kanban board to streamline workflows and boost team collaboration. Administered the internal ticketing platform and worked closely with the Cloud team to ensure smooth operations across all support levels.