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Summary

A Petronas Fan since 2014 and a Senior Full-stack developer passionate about creating seamless software solutions, experienced in optimizing software development life cycles and enhancing customer experiences through technology. Led automation projects, significantly enhancing sales efficiency and resource management accuracy. Delivered cloud solutions with Azure, AWS, and Salesforce, contributing to improved data integration and workflow optimization. Eager to leverage development expertise to innovate and improve software engineering and IT support processes in a collaborative internship environment.

Work Experience

MiSide
Business Systems Administrator   *06/2025-08/2025*

- Developed and automated Freshservice workflows that streamlined IT and HR request handling, cutting manual processing time and ensuring faster, more accurate service delivery.
- Standardized onboarding and offboarding protocols to improve security, reduce asset loss, and ensure consistent user account and hardware management across the organization.
- Translated non-technical HR requirements into scalable IT solutions, aligning Freshservice service items with Paycom and other internal systems to enhance cross-departmental efficiency.
- Redesigned SharePoint site layouts and news sections to improve content visibility, reduce duplication, and increase employee engagement with organizational updates.
- Implemented proactive license tracking and automated notifications, ensuring compliance, minimizing unnecessary costs, and maintaining optimal software utilization.

Acme + Dorf Door Company
Software Developer   *08/2023 – 09/2024*

- Developed and implemented custom applications with Business Central and Dynamics 365 integrations, enhancing production workflows and minimizing manual processes using Java and NodeJS stack.
- Optimized production scheduling and inventory management through Business Central, leveraging advanced RESTful APIs to ensure on-time fulfillment.
- Created Azure-based solutions facilitating real-time data exchange across production, sales, and logistics, improving the pipeline by utilizing GitHub for version control.
- Automated DataAxle-integrated customer outreach processes through implementation with the BC sales platform, increasing customer acquisition and demonstrating improvement in the developer experience.
- Directed branding initiatives and crafted marketing materials using Adobe Suite and Figma, seamlessly integrating brand assets into Business Central's sales modules to bolster company visibility and maintain consistent customer-facing content.
- Implemented Azure DevOps-based CI/CD pipelines, accelerating build and deployment cycles by 35% while reducing production downtime through automated testing and streamlined version control.

SP Tech
Junior Salesforce Developer   *05/2021 – 08/2023*

- Tailored Salesforce standard/custom objects, layouts, and components per business requirements, improving Developer Experience Tools usage.
- Conceived complex reports, dashboards, and SOQL/SOSL queries to enhance team data visibility, ensuring high data quality.
- Automated workflows and validation processes leading to heightened operational efficiency by utilizing RESTful APIs and version control systems like GitLab.
- Executed legacy data integrations using Apex Data Loader, significantly boosting data accuracy.
- Spearheaded integration efforts by leveraging Apex Data Loader, resulting in an increase of critical report generation speed by two hours per week through enhanced data reliability practices.
- Implemented legacy data integrations through Apex Data Loader, enhancing the accuracy of datasets by 25% and ensuring compliance with organizational standards for high-quality reporting.
- Customized and optimized over 25 Salesforce standard and custom objects, layouts, and components to align

with specific business needs; this initiative led to a measurable increase in Developer Experience Tools usage by 40%.

Skills

- **Frameworks + Libraries:** React, Node.js, Express, Lightning Web Components
- **Languages:** Java, JavaScript, Go, Python, C++, C#, Apex,
- **Databases:** MySQL, MongoDB, PostgreSQL
- **APIs + Integrations:** RESTful APIs, GraphQL, OAuth, Cloud DevOps, Azure, AWS, Docker, Kubernetes, Jenkins, GitHub Actions
- **Version Control:** Git, GitHub, GitLab
- **Testing:** Jest, Mocha, Cypress, Postman
- **Methodologies:** Agile, Scrum, CI/CD, TDD
- **Tools:** Visual Studio Code, Salesforce Developer Console, Jira, Figma, AWS CLI
- **Security:** OAuth, JWT, Role-Based Access Control (RBAC), SSL/TLS
- **Development Practices:** High-quality Code, Developer Experience Tools, Developer Experience Improvement

Certifications

Amazon AWS Solutions Architect: 2024
Salesforce Administrator Certification: 2023
Comp-TIA Security +: 2025 (in progress)