ASHRAF BIN ALIAS

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SUMMARY

An independent, self-taught software engineer based in Selangor, MY who enjoys taking initiative and learning new things. I am currently open for any opportunities in software engineer position to utilize my strong passion for programming. Proficient in a range of modern web technologies including HTML5, S(CSS) and JavaScript.

WORK EXPERIENCE

Datacom

Analyst Developer   *NOV 2020 to Present*

- Participated in the transitioning process for creation of a new support team and kick-started go-live.
- Integrated automation in manual monitoring task for service access provisioning using Microsoft Power Automate to eliminate the need for constant request supervision.
- Provided L2 process and technical support for a mobile app, APIGEE and Mulesoft.
- Streamlined and conveyed incident, change and service request management processes between multiple supported teams to improve process efficiency.
- Maintained and update of knowledge base within SharePoint when needs to be.

Datacom

RPA Developer Assistant   *JAN 2021 to JULY 2021*

- Delivered end-to-end testing of automated processes implemented using UIPath to uncover any unexpected behaviours and errors.
- Streamlined manual report consolidation using python script which reduced the completion time by 2 hours.
- Assisted in user acceptance testing to ensure the implemented codes are aligned with the client's requirements and needs.
- Involved working in an agile environment to complete deliverables given.

Telekom Malaysia

Business Architecture Assistant (Internship)   *NOV 2018 to FEB 2019*

- Developed strategies for the layout implementation for the new business process management system transition.
- Researched and implemented the framework; Business Process Framework (eTOM) into the new system.
- Involved in the user manual and guide creation that would serve as a reference to multiple departments within Telekom Malaysia.

SKILLS

Languages: Python – JavaScript – HTML5 – S(CSS) – SQL

Tools and Software: Microsoft Office – Git – Azure DevOps – Jira – Adobe XD

Languages: English – Malay

CERTIFICATES

- ITIL Foundation V4 Certified, 2021, **Axelos**

EDUCATION

Monash University

Bachelor of Computer Science with minor in Data Science *JULY 2017 – JULY 2020*

- Sub-Committee member for School of IT in Monash University (FEB 2018 – NOV 2018)
- 2nd runner-up in Monash University Malaysia Innovation Challenge (2017)
- CGPA: 3.9