



UTM
UNIVERSITI TEKNOLOGI MALAYSIA



credence

INDUSTRIAL TALK 2: SYSTEM DEVELOPMENT @ CREDENCE (TM SUBSIDIARY)



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SYSTEM DEVELOPMENT @ CREDENCE (TM SUBSIDIARY)

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DESCRIPTION OF THE SYSTEM DEVELOPMENT, HISTORY, TECHNOLOGY AND TOOL USE IN CREDENCE'S SYSTEM DEVELOPMENT.

"WE'RE A PASSIONATE COMPANY FILLED WITH PASSIONATE INDIVIDUALS"

THE SYSTEM DEVELOPMENT

The system development department of TMOne — Credence has went through a year playing a crucial role and a significant core in empowering Telekom Malaysia(TM) with an edge in this competitive era of cloud computing and digital services to different customers. Announced by the company Telekom Malaysia(TM) on 6th of July 2022, Credence is focused on its mission to deliver technological solution and digital innovation to accelerate Malaysia in a journey towards a large scale transformation and migration of the IT landscape under the leadership of Krish Datta, an experienced tech leader in TM.

THE TECHNOLOGY AND TOOL USED

The technology used in Credence encompasses many types of task that requires specific technical knowledge and tools. From programming language such as python, bash syntax and SQL to visualization tools used in conveying ideas and communicate between members of the Credence such as Tableau, PowerBI, Metabase and Superset, these are all indispensable tools that make up the bulk of the tools of the trade in Credence. The main tools however are tools in OLAP or short for online analytical processing to analyze databases using PostgreSQL, Clickhouse and Druid. Besides the tools mentioned above there are also tools for processing data using the method of extraction, load and transform (ETL/ELT) with software the likes of Airflow and Apache's Spark.

HISTORY

One of the biggest challenge that Miss Qistina had is that she had to learn very quickly as she had given full trust on a certain project which is social data media project. Unfortunately, she doesn't have any knowledge on how to solve the final year project and thats why she had to learn new things for example new programming language ,visualization tools and database. What i learn from Miss Qistina situation is that , even though we didn't learn anything related to our project that doesn't mean that we cannot do that project because we had to work like professional which is we had to learn the new things just to finish and complete the project. Especially during our internship, we had to give all we got so that our manager see our true potential in ourself. Eventhough we had to go through many kind of phases and challenge but i think after all of the things that we will go through at the end of the day it will worth it for sure.

Miss Qistina also mention about Data Scientist workers , they must have the fundamental of data analysis. These fundamental really helps them during their work and also basic knowledge will be needed in order to complete their tasks. One of the reasons is because Data Scientist is about finding new technology that can be use later by other people. In other words, new kinds of technology that will give benefits to other people and will be useful for long term. For example, Data Scientist will have to check and run the new database whether the database is easy to use and the overall functionality so that it will be more convenient to other people .

REFLECTION

“BE CONFIDENT WITH YOURSELF”

From the industrial talk by Miss Qistina, I learned a few qualities from her such as to never give up during the battle with hardships, and to not doubt my capabilities, learn to cooperate with others and always be inquisitive to learn new things. Being a system developer in the next four years will no doubt require a plentiful amount of patience and a fastidious approach in dealing with the ever-growing field of technology. I envisioned myself as a skillful developer that has mastered the skills that are needed to compete with fellow colleagues. The challenges that might arise from the furious competition is that as a system developer, we need to be consistent in adapting and keeping up with the flow of the development of future technology. In addition to the core skills, I also wished to be a system developer that can understand the problems faced by clients so that the development of the system can greatly benefit different societies and leave a lasting impact by reducing the obstacles in humanity's mission to fully harvest the technology we developed along the way for the future generation as well.

What I learn from these industrial talks is that, during our internship we must ask a lot of questions and avoid being passive workers. We cannot let our emotions affect our productivity during working time for example, we cannot be shy in front of other people just because we are not comfortable. Instead we must show that we wanted to learn and gain as much knowledge as possible and at the same time we have to act professional and remain calm even though we're going through some problems. Other than that, we need to focus more on our social skills such as learning how to work in a team and if there are some problems or issues that we're going through we should ask our manager for help on how to solve our problems and they will provide some guidelines so that we can always refer to them.

The industrial talk underscored the significance of effective collaboration and honing soft skills in the workplace. It prompted me to reflect on the importance of clear communication, empathy, and teamwork. I now recognize the important role these skills play in fostering a positive work environment and achieving collective success in projects.

Based on the industrial talk, I have learned that we have to be brave to communicate with others as we have to ask about the problem that we had and if we need some guide, don't shy to ask the supervisor or manager to teach us something that we didn't know. We also have to build a good relationship with our colleagues as we want to build the trust in our team and enhance the relationship so that it will produce a more cohesive team. Then, I also realized that if I want to be a system developer, I have many obstacles that I have to go through. I also have to work on myself to be more proactive in communication and also have to be calm when I'm going through some problems. We also have to be professional and not lead the project with our emotion conquer ourselves, we have to have a clear mind and open mind to solve the problem with our team. The teamwork is important so that's why we have to build a strong trust and understanding in the team.

From the industrial talk 2, I know that becoming a developer can be a rewarding and dynamic journey with numerous opportunities for growth and impact on the future. I have learned that we need to know how important it is to work in a team. We can gain more ideas about our project and also we can solve our problems easily with our groupmate. Furthermore, I have learned that we need to be more confident with yourself when entering the work life. It is because entering the work life as a developer can be both exciting and challenging. In summary, being a developer for the future involves a commitment to learning and problem-solving.