

MUHAMMAD HASIFF BIN JAZLAN

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Skills

- C# | .NET | Java | JavaScript | C++ | React | jQuery | Git | MySQL
- ServiceNow | Jira | OOP | Unity 2D | Office 365 | Adobe PSD | Sony Vegas
- English, Malay – All professional proficiency or above

Experience

- | | | |
|---|--|--------------------------|
| Software Developer
(ServiceNow) | <u>YTL Cement
Shared Services</u> | 04/2023 - Current |
| <ul style="list-style-type: none">• Designed and developed custom applications using JavaScript, HTML, and CSS to meet specific requirements of internal users.• Analyzed user needs, designed and developed applications, tested, and implemented solutions.• Contributed innovative solutions such as the Concrete Rejected Report, SAP Change Request and Inspection Checklist to improve user experiences and meet project requirements.• Worked on enhancement/support projects including Permit To Work, Driver Card Apps, and TQAS.• Collaborated with cross-functional teams to gather requirements and translate them into technical specifications.• Ensured adherence to the software development lifecycle and best practices.• Created technical documentation to facilitate future software development endeavors. | | |
| IT Service Desk Analyst | <u>Persolkelly Malaysia</u> | 03/2022 - 04/2023 |
| <ul style="list-style-type: none">• Provided effective queue management, prioritization, and resolution of incidents and service requests for internal users, including consultants and associates.• Utilized troubleshooting skills to diagnose and resolve technical issues promptly, covering hardware maintenance, software, networking, etc.• Implemented remote remedies for hardware and software-related issues, ensuring minimal disruption to operations.• Managed user access rights, hardware, and software requests in line with defined processes using ServiceNow web application.• Logged all issues and requests received via email, chat, and web self-service into ServiceNow.• Modified configurations, utilities, software, etc., as needed to support user requirements.• Assisted with the implementation and ongoing support of new software and hardware features. | | |
| Software Engineer, Intern | <u>Multi-Kinetic Tech</u> | 02/2019 - 07/2019 |
| <ul style="list-style-type: none">• Developed software using C# language and SQL database to create a prototype food POS System.• Implemented inventory tracking functionalities to keep track of stock levels and movements.• Managed bills, orders, and sales figures to facilitate convenient processing and reporting.• Successfully created a functional prototype that demonstrated inventory management and reporting capabilities. | | |

Education

- | | | |
|---|---|--------------------------|
| Bachelor of Computer Science | <u>Universiti Sains Malaysia</u> | 08/2016 - 09/2020 |
| <ul style="list-style-type: none">• Major in Multimedia Computing | | |

Projects

- **Concrete Rejected Report:** Streamlined processes, transitioned to paperless environment, and enabled data-driven decisions through centralized database tracking and analysis.
- **Inspection Checklist:** Developed website and mobile apps using the ServiceNow platform for internal users to perform tasks and processes based on assigned job checklists.
- **SAP Helderdesk Migration:** Successfully managed the migration of a change request handling system from Microsoft PowerApps to the ServiceNow platform. Led the translation of system functionalities and workflows to ensure a seamless transition
- **Canvas Doodle:** Developed a simple drawing app using HTML, CSS, and JavaScript. Allows users to draw on a canvas with various colors, clear the canvas, and save drawings as PNG images.

Certificates

- Meta Front-End Developer (Coursera)
- Meta React Native (Coursera)
- Foundational C# with Microsoft (freeCodeCamp)

Reference

- Dr Ahmad Sufril Azlan Mohamed (Associate Professor) – sufril@usm.my
- MR. Shankar Periasamy (Team Lead IT Helpdesk) - shankarperiasamy@persolkelly.com