

Mardhiah Azli

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OBJECTIVE

Dedicated and adaptable Digital Design Development student with experience in UI/UX, game design, customer service, and technical troubleshooting. Strong communication and project coordination skills, with a passion for creating user-focused digital solutions.

EDUCATION —

Republic Polytechnic
Apr 2024 – Current
Diploma in Digital Design
Development

ITE College West Higher Nitec
Apr 2022 – Mar 2024
IT Application & Development

ITE College West Nitec
Jan 2020 – Jan 2022
Electronics in Computer
Networking and Communications

KEY SKILLS —

Microsoft Office
(Excel, Word, PowerPoint, Outlook)

Customer Service

Web, Mobile Development and
Design

Programming and Coding

Basic IT networking and
Configuration

LANGUAGE —

English | Malay

EXPERIENCE

Dec 2024 – Present

Server • Pepper Lunch

- Delivered excellent customer service during high-volume periods.
- Improved order coordination and reduced customer waiting time.

Apr 2023 – Aug 2023

Game Designer • Intern • EDN Media Pte Ltd

- Assisted trainers during learning journey and cultural workshops for students
- Conduct out field research for game development
- Developed educational games
- Tested out newly acquired games
- Assisted in company's promotional events

Sep 2021 – Nov 2021

Customer Service/Repair Technician • Intern • PC Dreams

- In charge of handling customer service/enquiries
- Assisted in repairing laptops and mobile components
- Cashiering

Apr 2021 – Oct 2021

Service Crew • Dunkin Donuts

- Managed stocks inventory
- Ensure stocks are prepared daily
- Store housekeeping
- Ad-hoc service crew duties

CO-CURRICULAR

Republic Polytechnic

Youth Corps Leadership Programme (Overall in Charge)

- Led the planning and execution of a 6-month developmental programme supporting youth-at-risk
- Mentored youth participants and collaborated with partnered youth organisations.

Astronomy Club (Senior Member)

- Organise and conduct educational sessions on astronomical topics to the community
- Coordinated and participated in outdoor activities related to astronomy internationally

SOI Club(Exco)

- Involved and participated in organising volunteer events and school events(eg. Student Leader for Orientation Programme for Year 1)

ITE College West

Photography Club (President)

- Coordinated and managed photography coverage for school events
- Managing and leading photographers for outdoor sessions

Service Community Club (Exco)

- Organised and executed over 20 volunteer events, enhancing community engagement and participation by 30%

ACHIEVEMENTS

2024

- Edusave Certificate of Academic Achievement
- SGH MapleTree Education Award 2024

2023

- Edusave Certificate of Academic Achievement
- LBKM Academic Excellence Award 2023
- Director List

2022

- Overseas Student Exchange Programme
- 21st Century STAR Award 2022

2021

- ITE ACE CLUB
- ITE Service Leadership Program
- EAGLES Award

2020

- EAGLES Award
- ITE Service Leadership

REFERENCES

Marlina

EDN Media Supervisor

9125 7440