

# 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
- 21<sup>st</sup> 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