

MARLIYANA SURAYA BINTI MUKRIM

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SUMMARY

A Computer Science graduate seeking a full-time position to apply and enhance skills in a professional setting. Proven ability to adapt quickly, work collaboratively in team environments, and demonstrate a strong commitment to learning and contributing effectively. Eager to leverage academic knowledge and internship experience to make meaningful contributions in a dynamic and innovative company.

EDUCATION

10/2020 – 08/2024 **UNIVERSITI PUTRA MALAYSIA (UPM)** **CGPA 3.83**
Serdang, Selangor
Bachelor of Computer Science (Computer System)

WORK EXPERIENCE

03/2024 – 08/2024 **Roche Services (Asia Pacific) Sdn. Bhd.**
Subang Jaya, Selangor
Internship in Informatics (Product Analysis and Consultancy)

AICC (AI Content Creation) Team, Product Analysis & Consultancy Chapter
Business Analysis & Consultancy Intern

- Developed an onboarding application prototype to improve the new hire experience
- Built an advanced chatbot using DialogFlow, Google Cloud Storage, and Vertex AI with grounding and fallback features
- Conducted data analysis on user feedback to measure the value of Synthesia using Google Data Studio and Tableau for data visualization
- Collaborated with teams across different time zones to support digital innovation initiatives

Skills and Tools Acquired

- | | | |
|-------------------------|--------------|----------------------|
| • Synthesia | • DialogFlow | • Agile Methodology |
| • Tango | • Vertex AI | • Google Data Studio |
| • Google Cloud Platform | • Outsystem | • Scrum |

SKILLS

- | | | |
|---|--|---|
| • Programming Languages <ul style="list-style-type: none">◦ Java, Python, Dart, SQL | • Languages <ul style="list-style-type: none">◦ English, Malay, Korean | • Data Analytics <ul style="list-style-type: none">◦ Tableau, RapidMiner, R, Google Data Studio |
| • Web Development <ul style="list-style-type: none">◦ Javascript, HTML, CSS | • Design and Analysis of Algorithms | • AI (Artificial Intelligence) <ul style="list-style-type: none">◦ Machine Learning |
| • App Development <ul style="list-style-type: none">◦ Flutter, Figma | | |

PROJECTS (UNIVERSITY)

Analyzing the Changing Patterns of Human Populations
Through Data Visualization

Final Year Project

Developed a cutting-edge Global Population Prediction system using machine learning on demographic datasets to offers insights into future population trends and presents the predictions through an interactive Flask and Python-based data visualization website.

RFID Smart Card Smart Door Lock System

Embedded System Programming

Developed an Arduino-based smart card door lock system using RFID technology. Engineered hardware components with an integrated LCD display for status updates and implemented seamless software operation in C++.

CampusHelp – Student Support Mobile App

Mobile App Development (Flutter)

Designed and developed a Flutter-based mobile application to centralize campus services and support resources. Implemented user-friendly navigation, real-time help request features, and an intuitive UI to enhance student accessibility and engagement.

Pinterest Redesign – UI/UX Case Study

Interface & Experience Redesign

Redesigned the Pinterest interface as part of a UI/UX improvement project, focusing on enhancing user flow, accessibility, and visual hierarchy. Developed interactive high-fidelity prototypes using Justinmind, supported by user research and usability testing insights.

PROJECTS (INTERNSHIP)

Synthesia Chatbot Development

Team Project

Developed an advanced chatbot for the Synthesia chat community using data scraped from RocheWiki FAQs, integrated with Google Cloud Storage and DialogFlow. Implemented a fallback mechanism using Vertex AI with a grounding feature to ensure comprehensive and accurate responses. The chatbot prioritizes RocheWiki FAQs and provides cited source links, enhancing user support and engagement.

Onboarding Application Prototype

Internship Project

Developed OnboardPro, a comprehensive employee onboarding application prototype using Outsystem. The application includes company information, induction resources, curated links, and an FAQ section. Enhanced the onboarding experience by providing essential training modules and resources in a user-friendly interface."

Value measurement from user feedback

Team Project

Conducted statistical analytics to measure the value of Synthesia using user feedback. Analyzed user feedback data and visualized insights through Google Data Studio and Tableau, selecting Google Data Studio for its accessibility, ease of creating charts and graphs, and integration with other apps.

ACHIEVEMENTS

2020 – 2024

Dean List 4 out of 6 Semesters

2022

Hilti IT Competition 2022
Semi-Finalist