**Faridatul Nadiah Binti Md Shafi’i**

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| **Summary** |
| * Graduated from UiTM with honoured in Information Management System. * 10years experience in development * 5 years experience of system support * 2 years experience in project coordination |

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| **Working Experience** | |
| ***Credit Guarantee Corporation Malaysia Berhad*** | ***Oct 2018 – Present*** |
| *Developer* | |
| * Ensure technical documents such as program specifications, procedures, user manuals, test plan, migration plan and checklist are composed accordingly and up-to-date. * Acts as first tier in alert response and incident resolution and escalate to vendor for resolution. * Tracks the resolution of any system or application problems. * Assist in user acceptance testing, training and roll out of software and applications development. * Assists in extraction of information and reporting activities. * Project Coordination – ensure the project been delivered within timeline.   + imSME * Involve in in-house development.   + Project     - BizMikro     - QSF | |
| ***AMIT GLOBAL SOLUTIONS SDN BHD*** | ***Mar2018 – Oct 2020*** |
| *Software Engineer / Developer at* CGC Malaysia Berhad | |
| * Ensure technical documents such as program specifications, procedures, user manuals, test plan, migration plan and checklist is composed accordingly and up-to-date. * Acts as first tier in alert response and incident resolution and escalate to vendor for resolution. * Tracks the resolution of any system or application problems. * Assist in user acceptance testing, training and roll out of software and applications development. * Assists in extraction of information and reporting activities. * Assume responsibility of other relevant tasks as assigned from time to time. * Project Coordination – ensure the project been delivered within timeline * Ensure the integration within the system run smoothly. * Join development for integration * Test and search for new technology for API and integration, DMS and API * Assist in integration in-house and outsource system development:   + ChatBot Integration (php)   + Simple outsource enhancement (php)   + Bizmikro (reactjs, php, postgresql) | |
| ***MMC Gamuda KVMRT (PDP SSP) SDN. BHD.*** | ***Oct 2015 – Feb 2018*** |
| *IT Executive* |  |
| * Contribute expertise in development of projects from requirements of system to deployment. * Participate in project management involve internal user and external user * Preparing the reports for weekly progress of each project involve * Preparing the UAT script, demo video and user guide for the project involve. * Project module Development and maintenance and enhancement   + Module     - Admin Helpdesk: adding module of master configuration       * Roles & Responsibilities;         + Development         + Documentation         + Testing         + Deployment         + Maintenance       * Skills / Technology;         + VB.net, JQUERY, AJAX         + OOP(class library)     - Global Search: adding a global search of project, allow user to do the wild search within 1 input       * Roles & Responsibilities;         + Development         + Documentation         + Testing         + Deployment         + Maintenance       * Skills / Technology;         + VB.net, JQUERY, AJAX         + OOP(class library)     - Master input file       * Roles & Responsibilities;         + Development         + Documentation         + Testing         + Deployment         + Maintenance       * Skills / Technology;         + VB.net, JQUERY, AJAX         + OOP(class library)     - eChange Request       * Roles & Responsibilities;         + Requirement gathering         + Development         + Documentation         + Testing         + Deployment       * Skills / Technology;         + VB.net         + OOP(class library)     - cnc – Reimbursable       * Roles & Responsibilities;         + Requirement gathering         + Development         + Documentation         + Testing         + Deployment         + Maintenance       * Skills / Technology;         + C##, JQUERY, AJAX         + OOP(class library)   + Project     - Online Exam: developing the whole project by using existing template       * Roles & Responsibilities;         + Requirement gathering         + Development         + Documentation         + Testing         + Deployment         + Maintenance       * Skills / Technology;         + VB.net, JQUERY, AJAX         + OOP(class library)         + DB Admin (create, edit, setting user access DB (MSSQL))         + IIS setting     - Training – Scheduler       * Roles & Responsibilities;         + Requirement gathering         + Development         + Documentation         + Testing         + Deployment         + Maintenance       * Skills / Technology;         + VB.net, JQUERY, AJAX         + OOP(class library)         + DB Admin (create, edit, setting user access DB (MSSQL))         + IIS setting     - Training – Mobile Tracking       * Roles & Responsibilities;         + Requirement gathering (partial)         + Development (partial)         + Documentation (partial)         + Testing (partial)         + Maintenance       * Skills / Technology;         + OOP(class library)         + WSDL * Project Coordination including of handling UAT / SAT / Training   + CMS: Complaint Management System     - Roles & Responsibilities;       * Coordinate project to ensure items in order and follow the timeline   + SafeTrac: Safety and Traffic Mobile Apps and Web Application     - Roles & Responsibilities;       * Coordinate project to ensure items in order and follow the timeline * Start using the vb.net, C#, MSSQL management studio 2008,2012,2014 * All development using the visual studio 2015 | |
| ***City University College of Science and Technology*** | ***July 2013 –Sept 2015*** |
| *Programmer* |  |
| * Contribute expertise in development of projects from requirements of system to deployment involving in the source code and database. * Doing the database maintenance like backup and restore (manual). * Responsibility for all stages of the application life-cycle involving design, engineering, testing, implementation and maintenance of new and existing system * Reporting to immediate supervisor / manager * Maintain and enhancement of current existing projects * Prepare report as requested by users or superior * Core in PHP, MySql, Apache. * Project handle   + Alumni Web Application     - Roles & Responsibilities;       * Requirement gathering       * Development       * Documentation       * Testing       * Deployment       * Maintenance     - Skills / Technology;       * PHP, JavaScript, HTML, CSS, AJAX       * DB - MySQL   + Convocation Application     - Roles & Responsibilities;       * Requirement gathering       * Development       * Documentation       * Testing       * Deployment       * Maintenance     - Skills / Technology;       * PHP, JavaScript, HTML, CSS, AJAX       * DB - MySQL   + Claim Management     - Roles & Responsibilities;       * Requirement gathering (partial)       * Development (partial)     - Skills / Technology;       * PHP, JavaScript, HTML, CSS, AJAX       * DB - MySQL   + Staff Management     - Roles & Responsibilities;       * Development       * Documentation       * Testing       * Deployment       * Maintenance     - Skills / Technology;       * PHP, JavaScript, HTML, CSS, AJAX       * DB - MySQL   + Leave Management     - Roles & Responsibilities;       * Development       * Documentation       * Testing       * Deployment       * Maintenance     - Skills / Technology;       * PHP, JavaScript, HTML, CSS, AJAX       * DB - MySQL | |
| ***Coshare Holdings Berhad*** | ***October 2011 – June 2013*** |
| *Programmer* |  |
| * Contribute expertise in development of projects from requirements of system to deployment involving in the source code and database, including doing the maintenance and enhancement of the projects. * Responsibility for all stages of the application life-cycle involving design, engineering, testing, implementation and maintenance of new and existing system * Plan, organize and report progress to immediate superior * Work as admin staff for IT department when needed * Core in PHP, MySql, Apache * Project handle   + CATS – Coshare Application Tracking System     - User will key in application information into CATS. All the process shall be updated through the application     - Roles & Responsibilities;       * Requirement gathering (partial)       * Development       * Documentation       * Testing       * Deployment       * Maintenance     - Skills / Technology;       * PHP, JavaScript, HTML, CSS, AJAX       * DB - MySQL | |
| ***VADS Berhad*** | ***July 2011 – October 2011*** |
| *Customer Service Executive* |  |
| * Handle inbound call. * Assist customer with internet technical issues through phone call. * Creating report accordingly to customer issues. | |
| **Additional Qualifications** | |
| * MSC Malaysia Undergraduate Skills Programme (Ajax Programming with JAVA Technology) - IVERSON * Computing Technology Industry Association (CompTIA) Security + & Personal Enhancement Programme for pre-Graduates * Interpersonal Communication, Personal Grooming & Social Etiquette, Problem Solving Skills, Employability Skills, Project Planning Coordination & Presentation Skills * Student Leadership Development Program Training Module (Diploma Level) UiTM * BossNet Training * HR 2000 Payroll Training | |

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| **Educations** | | | | |
| **Universiti Teknologi MARA, Puncak Perdana, Selangor**  Bachelor of Information Studies (H) Information System Management  CGPA : 3.12 | | July 2009 – May 2011 | | |
| **Universiti Teknologi MARA Merbok, Kedah**  Diploma in Information Management  CGPA : 3.11 | | July 2006 – May 2009 | | |
| **Sek. Men. Keb. Sulatan Abdul Aziz Shah, Kajang**  Sport Science / Principe Account / Add Maths | | 2001-2005 | | |
| **Computer Skills** | | | | |
|  | **Item** | | **Experience(Y)** | **Level** |
| OS | * Windows | |  | Intermediate |
| * Linux | | 3 | Beginner |
| Microsoft | * Access | | 3 | Intermediate |
| Spreadsheet | * Excel | | 10 | Intermediate |
| * SPSS | | 3 | Intermediate |
| Programming / Database | * JavaScript | | 7 | Intermediate |
| * HTML | | 7 | Intermediate |
| * PHP | | 7 | Intermediate |
| * MySQL | | 5 | Intermediate |
| * CSS | | 8 | Intermediate |
| * Vb.net | | 2 | Beginner |
| * C# | | 2 | Beginner |
| * C++ | | 2 | Beginner |
| * MVC | | 1 | Beginner |
| * MSSQL | | 3 | Intermediate |
| * Oracle | | 3 | Beginner |
| * AJAX / Json / Jquery / Web Services (WCF / SOAP) | | 3 | Beginner |
| * OOP | | 3 | Beginner |
| Tools | * MicroStrategy | | 1 | Beginner |
| * SSIS | | 1 | Beginner |

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| **References** | | | |
| Name : | Razman Bin Ahmad | Name : | Wan Mohd Aswanddy |
| Position : | IT Manager | Position : | Head of IT Application |
| Company : | Coshare Holdings Berhad | Company : | CGCMB |
| Telephone : | 03-61429999 Ext 6100 | Telephone : | +603-7451 3422/012-2989610 |
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|  |  |  |  |
| Name : | Rajasree Rajan | Name : | Muhammad Nasir Bin Zakaria |
| Position : | Head of Section | Position : | Operation & Support Engineer |
| Company : | CGC Malaysia Berhad | Company : | Apis Consulting Sdn. Bhd |
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