

## Nur Fatin

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### OBJECTIVE

IBM Certified AI Developer **seeking an AI Product Manager role** to combine technical expertise and business insight in building user-centric, AI-powered products that deliver real-world impact.

### PROFESSIONAL EXPERIENCE

**Plisca (M) Sdn. Bhd, Full-Stack Software Developer, Selangor, Malaysia**

**09/2022 - 11/2024**

#### **Responsibilities**

Delivered software products for government clients by combining full-stack development with cross-functional collaboration, client engagement, and iterative product delivery—building strong foundations in product thinking, stakeholder management, and user advocacy.

- Developed and presented a near-complete application tracking system; the client estimated it could potentially **reduce** their **workload by at least 60%**, recognising the system's impact on operational efficiency.
- Prepared user manuals and deployed systems to staging environments for client evaluation, ensuring ease of handoff and long-term usability.
- Collaborated with business analysts to write and refine detailed functionality requirements in JIRA, ensuring clarity and alignment across the development team.
- Conducted customer interviews and delivered training for a secure geospatial platform; created a 72-page technical guide after identifying user comprehension gaps to drive adoption and retention.
- Facilitated user acceptance testing by scripting and conducting test cases with stakeholders — resulting in **successful sign-off** and positive client retention.

### EDUCATION

**The University of Manchester, Bachelor of Arts in Economics and Social Studies**

**(Major in Business Studies and Economics), Manchester, UK**

**09/2014 - 06/2017**

#### **Leadership Award**

- Earned a Bronze Award in the Manchester Leadership Programme for community and leadership contributions (2016).

### TECHNICAL SKILLS

Web Development (Frontend + Backend), API, Generative AI, Large Language Model, Prompt Engineering, LangChain, Retrieval-Augmented Generation (RAG), Python, HTML, CSS, JavaScript, PHP, SQL, Django, Flask, Laravel, Node.js, Angular, Ionic, jQuery, Bootstrap, Pandas, NumPy, PostgreSQL, Docker, and Git.

### PRODUCT MANAGEMENT SKILLS

Documentation, JIRA, Agile methodologies, problem-solving, strategic thinking, presentation, organisational analysis, customer interview, data analytics, financial planning and user segmentation.

### CERTIFICATES

**IBM, AI Developer Professional Certificate**

**06/2025**

**Google, AI Essentials**

**06/2025**

**The App Brewery, The Complete Python Pro Bootcamp**

**05/2022**