

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

Key Achievements

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