

MUHAMMAD IRFAN BIN ZULKIFLI



- **Phone Number** : +6014-243-6724
- **Date of Birth** : 04 October 1999(24 Years old)
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- **Location** : Bandar Puteri Jaya, 08000 Sungai Petani, Kedah Darul Aman, MALAYSIA.
- **Available For Work** : 13 July 2023(Finished contract as IT Assistant)
- **Target Job** : IT Officer, IT Assistant, IT Executive & IT Specialist.

EDUCATIONAL BACKGROUND.

Universiti Utara Malaysia(UUM), 06010 Sintok, Kedah

Graduation date: **April 2023**

Degree: Bachelor of Science(Information Technology) With Honours. Minor in Intelligent System(Artificial Intelligence) **CGPA: 3.34 / 4.0**

Achievements & Awards: Dean's List Award(Semester 6, June 2022)

Relevant Coursework: Information Technology Project Management, Basic Networking(Cisco), Deep Learning, Natural Language Processing(NLP), Data Structure and Algorithm, Sys Analysis and Design, Info Storage and Retrieval, Knowledge Discovery in Database.

WORK EXPERIENCE.

Information Technology Assistant (Contract), Langkawi, Kedah

14 April 2023 – Current(Until 13 July 2023)

Four Seasons Resort Langkawi, Kedah.

- Assist in ensuring critical systems, such as Front Office Property Management System, Wi-Fi Access Points(AP), Call Accounting, HSIA, PABX and Food & Beverage Point of Sales systems etc. are functioning well and providing direct support whenever necessary.
- Assist with administration of Office365, Micros Fidelio System, Server, Network Switch, PCs and Laptops.
- Assist on diagnosing computers and system, manage IT Department's inventory record and perform daily operation backup.

SKILLS: Sys Administration & IT Infrastructure Service, Micros, Microsoft Office 365, Computer Software & Hardware.

Information Technology Intern, Langkawi, Kedah

3 October 2022 – 13 April 2023

Four Seasons Resort Langkawi, Kedah.

Volunteer at Amanjaya Mega Vaccination Centre, Sungai Petani, Kedah.

June – September 2021

Murshida Medical Care Sdn. Bhd and Protect Health Corporation

- Responsible for registering and manage databases of over 5,000 vaccinees in the Sungai Petani area that are eligible for vaccination and making call to customers that does not come for vaccination appointment.
- Help to manage and verify all the vaccinee that are vaccinated for the e-vaccination certificate in the "MySejahtera" application.
- Technical Support to solve issues that vaccinee might have during the vaccination period that are related to the "MySejahtera".

SKILLS: Volunteering, Database Management, Mobile Application Troubleshooting and Public Relations.

Part-Time Wedding Photographer, Sungai Petani, Kedah

December 2018 – August 2022

Creative Memory Photoworks – Northern Malaysia.

- Working as Freelance Wedding Photographer & Editor covering the whole event from Solemnization, Wedding, Engagement, Social and Formal events as well as being the Editor for the pictures and Album using Adobe Photoshop & Adobe Lightroom

SKILLS: Wedding & Event Photography, Cust. Service, Adobe Lightroom & Photoshop, DSLR Camera, Album Making & Editing.

ACADEMIC PROJECTS.

IQ-Takaful: A Question-Answering System for Financial Literacy on Takaful Products (Skills: Python, Flask, JavaScript, HTML, CSS) - <https://github.com/Panzer-Kun/SearchEngine>

- Programme and deployed a complete Web-Based Question-Answer System for Takaful utilizing Word Embedding Techniques in Natural Language Processing (NLP) which are Google's Word To Vector(Word2Vec) and Global Vectors for Word Representation (GloVe) for Final Year Project. The system were also completely design using Use Case Diagram, Sequential Diagram, Class Diagram and all process involved in IT Project Management and System Analysis and Design.
- System received positive feedbacks from usability evaluation with 25 respondents from public and university lecturers.

Murshida Medical Care Company(MMCSB) Official Website (Skills: Javascript, PHP, HTML, WordPress, Python) - <https://mmcsb.net/>

- Project Leader in the Development Team to design, program and full deployment of MMCSB's healthcare website (Business Website) that focuses on displaying the healthcare products, services, announcement and news from the company.
- Monitor and collaborate together with other team members for the full design of the website with custom moving theme and functions, using WordPress and the system's backend are deployed using XAMPP and Jekyll.

ACTIVITIES AND LEADERSHIP.

LEADERSHIP:

President of Information Technology Association, Universiti Utara Malaysia (UUM), Year 2019/2020 and 2021/2022

- Oversees and guide the member of the association for over 20+ programmes focusing on student's Personal Development, Professional Development and Entrepreneurship, Global Exposure as well as Leadership and Diversity.
- Managing and representing the association for many programmes involving the faculty(School of Computing) such as Townhall with Dean ,Information's Technology Majoring Talk, Dean's List Award and more.

Executive Committee in Integration & International in Student's Innovation Association (INOVA),UUM , Year 2019/2020

- Act as buddies and secretariat for various international students such as from Indonesia, Thailand and Cambodia that came to Universiti Utara Malaysia(UUM) for mobility and student exchange programs.
- Participate in International-Level Corporate-Service Responsibilities to Thailand (UUM-ASEAN UNIVERSITY STUDENT LEADERSHIP JOURNEY: FORUM, DIALOGUE &VOLUNTEERISM) and Director of Asean Student Forum 2020.

ACTIVITIES AND PROGRAMME:

Unleashing Your Potential: Youth Leadership Camp – 6 July 2022

- Director of this program and lead over 12 committees where we help the students aged standard 4 until 6 to cultivate necessary leadership, communication and interpersonal skills through fun and engaging activities and program.

UUM-ASEAN University Student Leadership Journey: Forum, Dialogue & Volunteerism – 12 – 17 February 2021

- One of 25 students delegates in program separated into three sub-program which are firstly: International Corporate Social Responsibilities(CSR) known as 'UUM-THAILAND VOLUNTEER MISSION : SPREAD A KINDESS BUMBRUNGSUKSA ISLAMIC SCHOOL' to Bumrungsuka Islamic Boarding School, Phattalung, Songkhla, Thailand.
- Through this sub-program, We donated over RM4,170 worth of money and 50 bedsheets to the School. I also help to manage few programs such as 'Get To Know Session' and 'My Ambition' to motivate and bond with the 80 students at the school.
- Second and Third sub-Program – Dialogue & Forum about Leadership & Volunteerism with Hospitality Management Students, Lecturers and Staff from Thaksin University, Songkhla & Suan Dusit Rajabhat University, Trang, Thailand.

Asean Student Forum 2020 – 25 August 2020

- Programme Director of the international virtual forum under theme of : International Student Mobility and the Impact of the COVID 19 Pandemic: Challenges and Opportunities featuring speakers from Universitas Indonesia(UI), Asean Institute of Cambodia(AIC) and Universiti Utara Malaysia(UUM) .
- This program are in collaboration between UI Vocational Education Program and Passage to ASEAN (P2A) University Network.
- Attracted over 563+ registered participants from Malaysia, Indonesia, Thailand, Philippines, Japan, China, India etc.

Asean Student Mobility 2019(Asean Institute of Cambodia) – 13 January 2020 -27 January 2020

- Treasurer of this program that welcomes mobility students from Cambodia for a 2-weeks student exchange program.
- Help to manage and bring the mobility students to the places in my university as well as conduct few interesting activities.

TECH SKILLS

Programming	:	Python (NumPy, Pandas, Matplotlib), HTML, CSS, JavaScript(JS) and Java.
Hospitality Systems:		Microsoft Active Directory(AD), LDAP, ServiceNow Help Desk, Opera PMS & POS and Ruckus Network Director.
Business Analytics :		MySQL, Microsoft PowerBI and Microsoft Power Automate.
Web Development :		Flask, Ngrok, Docker, Visual Studio Code, XAMPP and PuTTY.
Office Tools :		Microsoft Office, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft Visio and List.
Other Tools :		Github, Gensim, Google Analytics, Google Page Speed Insights, WordPress, Figma and Proto.io.

ADDITIONAL INFORMATION

- **Languages:** English(Professional Working Proficiency) and Malay(Native Proficiency).
- **Online Courses and Certificates:** Cisco CCNA R&S: Introduction to Networks, Sys Admin & IT Infrastructure Services (Google), Agile Project Management(Google),Digital Transformation with Google Cloud & Bits & Bytes of Computer Networking(Google) Malaysian University English Test (MUET) – Band 3
- **Volunteering & CSR:** 2-3 Years experiences from International Level (Songkla, Thailand) to District Level(SK Telaga Mas, Kedah).

REFERENCES

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| 1. Mr. Prasanna Fernando.
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