# WAN AHMAD MUSTAQIM

+60137793179 | wanaqim@gmail.com | www.wanaqim.dev | www.linkedin.com/in/wanaqim

## ABOUT ME

A determined Junior Developer, I come equipped with a Diploma in Computer Systems & Network Technology and over 500 hours of intensive Software Engineering training from General Assembly Australia. My hands-on experience in Network Engineering complements my educational foundation, enabling me to navigate and contribute to the tech landscape effectively. With a skill set bolstered by real-world experience in Tourism and Customer Experience Management. Proficient in Python and familiar with the MERN stack, I am prepared to deliver impactful tech solutions and drive innovation in a dynamic team environment.

## WORK HISTORY

**Tour Manager | Business Operations**                                                   *Dec 2018 - Aug 2023*
Heritage One Stop Travel & Tours, Kuala Terengganu

- Managed 30+ tours, resulting in enhanced customer satisfaction rates.
- Orchestrated seamless travel logistics for over 500 clients.
- Established and maintained partnerships with 5+ destination ground travel agencies to diversify tour offerings.
- Implemented innovative strategies to optimize tour experiences and exceed client expectations.
- Oversaw budgeting and financial planning for tour operations, achieving cost-efficiency targets.
- Conducted regular evaluations and feedback sessions to continuously improve tour quality.
- Collaborated with cross-functional teams to streamline communication and ensure smooth operations.
- Resolved customer inquiries and concerns promptly to maintain high levels of client satisfaction.

**Network Engineer Intern**                                                   *Dec 2017 – Apr 2018*
Aries Telecoms, Kuala Lumpur

- Managed server networks and related infrastructure to ensure smooth operations.
- Successfully resolved a range of hardware and software issues, maintaining uninterrupted service.
- Optimized network performance through proactive monitoring and troubleshooting.
- Documented network configurations and procedures to facilitate knowledge sharing and ensure continuity of operations.

## EDUCATION

**General Assembly Australia** | Oct 2023 - Dec 2023

*Software Engineering Immersive*

**Vocational College ERT Setapak, Kuala Lumpur** | Sep 2014 - Jul 2017

*Diploma in Computer Systems & Network Technology*

## CERTIFICATION

**OpenEDG Python Insitute** | Jan 2024

*PCEP – Certified Entry-Level Python Programmer certification*

**OpenEDG Python Insitute** | Feb 2024

*PCAP – Certified Associate in Python Programming*

## PROJECTS

**CommuniTalk (MERN Stack) :**

- Created 'CommuniTalk', a real-time social networking platform with secure user authentication, instant messaging, and group chats.
- Integrated community posting capabilities within a React.js front-end for enhanced user engagement.
- Utilized Node.js, Express, and MongoDB for robust backend operations, ensuring efficient data management.
- Implemented WebSocket for live communication, significantly improving user interaction and connectivity.

**Restaurant Food Review Web Application (Express.js) :**

- Developed a comprehensive food review website using Express, MongoDB, and Passport-Local for authentication.
- Integrated Cloudinary for image storage, enabling users to post reviews and edit their profiles for public viewing.
- Users can update their reviews, fostering an interactive community for food enthusiasts to share experiences and recommendations.

**Hospital Management System (Django) :**

- Developed an integrated Hospital Management System to streamline hospital operations, handling patient information, appointments, and administrative tasks.
- Designed patient features to view/update personal and medical info, request appointments, and access records submitted by doctors.
- Enabled manager functions for overseeing operations, staff management, assigning doctors and scheduling appointments, and managing patient records.
- Provided doctors with access to patient medical records, appointment management, prescription capabilities, and a comprehensive view of treated patients.
- Utilized Django framework and PostgreSQL for robust backend development, with secure authentication and password hashing for data security.

## SKILLS

### SOFT SKILLS

- Communication
- Work Ethic
- Problem Solving
- Teamwork
- Critical Thinking
- Time management

### PROGRAMMING SKILLS

- Python
- Django
- JavaScript
- Node.js
- Git
- GitHub
- Express.js
- MongoDB
- PostgreSQL
- Flask

### LANGUAGE

- Malay
- English

## REFERENCES

Mr Yusoff – Business Operations at Heritage One Stop Travel & Tours
Contact : + 6010-555 0905  (Personal Private Number)

Human Resource Department at Aries Telecoms (Now defunct)
Contact : enquiry@ariestelecoms.com.my | + 603 7781 7788

Mr Christopher Holt – Lecturer at General Assembly Melbourne, Australia
Contact : holt.christopher1@gmail.com | https://www.linkedin.com/in/cjholt/