

# WAN AHMAD MUSTAQIM

+60137793179 | wanaqim@gmail.com | [www.wanaqim.dev](http://www.wanaqim.dev) | [www.linkedin.com/in/wanaqim](https://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.
- Implemented security measures to safeguard against cyber threats and unauthorized access.
- Conducted regular audits and assessments to identify areas for improvement and implement necessary upgrades.
- Collaborated with cross-functional teams to implement new technologies and enhance system capabilities.
- Provided technical support and training to staff members to promote efficient use of network resources.
- 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	PROGRAMMING SKILLS	LANGUAGE
<ul style="list-style-type: none"><li>• Communication</li><li>• Work Ethic</li><li>• Problem Solving</li><li>• Teamwork</li><li>• Critical Thinking</li><li>• Time management</li></ul>	<ul style="list-style-type: none"><li>• Python</li><li>• Flask</li><li>• JavaScript</li><li>• Node.js</li><li>• Git</li><li>• GitHub</li><li>• Express.js</li><li>• MongoDB</li><li>• PostgreSQL</li><li>• Django</li></ul>	<ul style="list-style-type: none"><li>• Malay</li><li>• English</li></ul>