

Mohd Thaufiq

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PROFILE

Adaptable person with knowledge of software development, configuration management and database design. Aiming to leverage my abilities to successfully fill the vacancy at your company. Frequently praised for communication by my peers, I can be relied upon to help your company achieve its goals.

WORK EXPERIENCE

Jun 2022 — Oct 2022

Technical Software Support, Inari Technology Sdn Bhd

Bayan Lepas, Penang

- Entered commands and observed system functioning to verify correct operations and detect errors
- Oversaw daily performance of computer systems
- Regarded computer software and hardware operation resolved problems
- Referred major hardware and software problems and defective products to vendors and technicians for service

Jan 2019 — Dec 2019

Customer Support, Borders

Bayan Lepas, Penang

- Helped 60+ clients per day to solve their problems with our system and help to find their needs in our store
- Assisted in 200+ tele-sales that brought in new customers to the store
- Used Microsoft Office tools to track customer experiences, communication and marketing efforts
- Monitored customer preferences to determine focus of sales efforts

EDUCATION

Degree in Information Technology, Sultan Abdul Halim Mu'adzam Shah International Islamic University

Diploma in Information Technology, Sultan Abdul Halim Mu'adzam Shah International Islamic University

Included in Dean's list for Academic Excellence (2019, 2020)

Harvard University, Computer Science CS50 Course

SKILLS

• Java, C#, .Net, Python, HTML, CSS, PHP, JavaScript

• Microsoft Office Tools

• Oracle, MongoDB

• NodeJS, Laravel, ASP.Net

• Source and Version Control: Git, GitHub

• Java Application Testing

• Hardware and Software Repair

• Critical thinking and problem solving

LANGUAGES

English

Native speaker

Malay

Native speaker

ACHIEVEMENTS

President of Youth Enhancement

- Coordinate, enhance, and scale up existing programmes across university and through close partnerships with the members.

Developed multiple websites

- Helped develop few websites that are used by daily users

COURSES

• Java Training, Oracle University

• Oracle Certified Associate Java Programmer
OCAJP

• Software developer, Freecodecamp