MUHAMAD ARIFFUDIN

SOFTWARE ENGINEERING

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PROFESIONAL SUMMARY

I am a detail-oriented graduate from Asia Pacific University Malaysia (APU) with a Bachelor of Software Engineering with Honor's. Proficient in various domains including Web and Mobile Development, Database Systems, Data Structures and Project Management, I bring a solid foundation in software engineering. As a reliable team player with strong work ethics, I excel under pressure and am committed to continuous learning and improvement. I am actively seeking opportunities for work placement, particularly those offering remote work options, and **I am available to start immediately**.

EDUCATION

BSc (Hons) in Software Engineering   **2018 - 2020**

Asia Pacific University of Technology & Innovation | Staffordshire University   Kuala Lumpur

CGPA: 2.65/4

Related Coursework: UIUX, Web Application, Computer Science, Data Structures and Algorithms.

Dip in Information Technology (Programming)   **2015 - 2018**

Polytechnic Balik Pulau   Pulau Pinang

CGPA: 2.86/4 | Muet Band 4

Related Coursework: Information System Dev, OOP, Web & Mobile Application, Database System.

WORK EXPERIENCE

Assistant Information Technology FA 29 [Contract]   **Nov 2023 – Present**

University Teknologi Malaysia (UTM).   Johor Bahru

- Increased user satisfaction by 24% through the seamless integration of third-party APIs with PHP Laravel, while optimizing Oracle SQL queries to boost database performance by 11%. reducing build times by 27%. Reduced merge conflicts by 13% using Git for version control and collaboration. Improved application performance by 23% via strategic Docker deployment for containerization.
- Project : - MyAims (UTM) - | - Student Portal (UTM) - | - IGraduan (UTM -

Assistant Information Technology FA 29 [Contract]   **Jan 2023 – Oct 2023**

Kota Tinggi Hospital (HKT).   Kota Tinggi

- Resolved 25 daily IT support tickets, increasing end-user satisfaction by 28% via remote desktop tools and a centralized knowledge base, resulting in a 19% reduction in resolution time, a 23% decrease in escalation rates, and implementing an asset management system to coordinate hardware replacements and upgrades, enhancing on-site personnel productivity by 22%.
- Enhanced user experience through ICT support, resulting in a 25% satisfaction increase. Additionally, revamped HKT website portal, increasing click-through rates by 24%, and improved asset management system efficiency by 65% via PHP code optimization and MySQL troubleshooting, and related multimedia project execution.
- Project : - Hospital Kota Tinggi Portal - | - Asset Management System -

WORK EXPERIENCE

Web UI / UX Developer [Full Time]   **Jan 2022 – Dec 2022**

Alphacore Technology Sdn. Bhd.   Kuala Lumpur

- Developed AlphaDash HRMS system and other additional projects using Laravel PHP framework and ReactJS, resulting in a 35% efficiency boost and a 17% reduction in DevOps workload, fixed 61+ web application bugs with Jira for a 97% crash reduction, optimized web load time by 33% with MySQL, and collaborated on core features.
- Utilized Adobe Creative Suite, Figma, and Sketch for design workflows, integrated UI upgrades for a 34% increase in positive user reviews, conducted usability testing for 10+ projects, implemented React Native UI enhancements for a 41% longer average session duration, and collaborated with a 15-member cross-functional team to enhance system performance.
- Project : - AlphaDash HRMS system - | - Wellous - | - Fiv5s - | - Heart Shaker -

Software Engineer [Full Time]   **Jan 2021 – Dec 2021**

SRG Asia Pacific Sdn. Bhd.   Kuala Lumpur

- Developed RESTful APIs SRG_dialer report system handling over 3,000 concurrent users, automated QA and monitoring, enhancing CTR by 3%, and implemented PHP-based APIs to improve analytics team reporting speed by 24%.
- Collaborated with a team to create SRG_dialer application using PHP and MySQL database, following Agile methodology, contributing to coding, design, and implementation, resulting in a 20% decrease in development time, while ensuring a 90% success rate in issue resolution and troubleshooting for vici_dial call center dialer software during critical periods.
- Project : - SRG_dial report system - | - SRG_dial dialer - | - vici_dial call center dialer -

Web UI/UX Developer [Contract]   **May 2020 – Dec 2020**

George Healthcare Sdn. Bhd.   Kuala Lumpur

- Contributed to Healtopedia's eCommerce website development, supported by analytics demonstrating over 2,000 new monthly visitors, conducting comprehensive user research to refine intuitive interface designs for accessibility and compliance, while offering technical advice and insights on key technical decisions.
- Played a crucial role in actively engaging in the SCRUM process to ensure effective milestone achievements with cross-functional teams, while also contributing to creating comprehensive guides and communication packages to support commercialization teams and clients throughout the platform's lifecycle.
- Project : - Healtopedia - | - Samurai Paint -

Web Developer [Full Time]   **Dec 2017 – Nov 2018**

Creative Web Solutions Sdn. Bhd.   Kota Tinggi

- Revamped 10+ e-commerce SME clients, driving a 25% revenue increase and maintaining client satisfaction through seamless collaboration with internal teams, utilized Adobe Creative Suite, Sketch for wireframing, usability testing, and design recommendations aligned with UI/UX.
- Collaborated with product management teams to implement innovative solutions, translating 20+ visual comps into responsive web applications and ensured optimal performance through comprehensive cross-browser testing, successfully resolving software defects to maintain product integrity and reliability.
- Project : - Khaizan - |- MommyHappy - | - Malaysia Kini Portal -

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SKILLS [ADVANCE - ADV | INTERMEDIATE - INT | NOVICE - NOV]

SOFTWARE SKILLS : Wireframe & Prototype [ADV], Usability Testing [ADV], HTML5 [ADV], CSS Bootstrap ADV], JavaScript [ADV], PHP Laravel [ADV], React.Js [INT], React Native [INT], MySQL [ADV], ORACLE [INT] RESTful API[INT], CI/CD [INT], Agile & SCRUM Practice [INT].

TECHNICAL SKILLS : Visual studio, Visual Studio Code, Android Studio, Git Hub, Git Lab, Trello, Jira, Docker Sourcetree, Adobe XD, FIgma, Framer, Sketch, Invision, Photoshop, Illustrate, Premiere pro, Google & FB Ads, SEO, Video Editing.