



MUHAMMAD AFIQ BIN TALIB ALI

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EDUCATIONS

Bachelor Degree of Information System Hons. Business Computing **Sept 2019 – Mac 2023**
UiTM Campus Kuala Terengganu, Terengganu

- CGPA : 3.36

Matriculation in Accounting **May 2018 – Apr 2019**
MARA Collage Kuala Nerang (KMKN), Kedah

- CGPA : 3.92

SPM in Accounting **Jan 2013 – Dec 2017**
Sekolah Menengah Kebangsaan Long Ghafar 2, Kelantan

- Grade : 4A, 2A-, 1B, 1C+, 1D

WORK EXPERIENCES

PETRONAS Chemicals Ethylene & Polyethylene Sdn Bhd, Terengganu **Aug 2023 – July 2024**
PROTÉGÉ-GEES Human Resources

- Successfully organized and seamless the company event for over 500 staffs such as celebration raya, BAKIP program, recreational activities and assigned be committee for each event.
- Created the e-Parcel Notification System to securely store data and automate notifications for parcel incoming and outgoing management, by improve efficiency of daily tasks.
- Designed and developed an e-Register Safety Briefing HSE system, eliminating the need for a focal person to manage the process, thus streamlining operations.
- Analyzed the data and created the department and company dashboard for monthly reporting.

Iman Catering Kota Bharu, Kelantan **Mac 2023 – May 2023**
Admin (Part-time)

- Managed the cash-in and cash-out and generated the sales and purchase report to manager.
- Arranged the delivery schedule for our runner to deliver to our customer on time as per order.
- Designed the convert poster to generate sales and effective marketing in media social.

Pande Media (M) Sdn Bhd, Kelantan **Sept 2022 – Jan 2023**
Information Technology Intern

- Designed and develop the new product, Learning Management System for our clients to commercial the knowledge in digital marketing.
- Integrated the existing system by creating new features, modules and revamp the interface and successfully fixing the technical issues and bugs of system.
- Developed the Helpdesk System for the Customer Service Wasap.my in handling the user issues daily.

SKILLS

PHP	Intermediate	Power BI	Intermediate
CodeIgniter/Laravel	Intermediate	Power Automate	Beginner
WordPress	Intermediate	Power Apps	Beginner
MySQL	Intermediate	Outsystems	Intermediate

LANGUAGE

Malay

Fluent

English

Intermediate

PROJECT

PCEPE TraineeHUB

June 2024

- Designed and developed the PCEPE Trainee HUB using Outsystems to manage the master Database of trainee profiles and streamline the submission process of trainee allowance forms by trainees.

e-Register Safety Briefing

Jan 2024

- Created and developed new system by digitalize the registration and invitation process for implementation of physical safety briefing in our company, using Outsystems.

e-Parcel Notification System

Dec 2023

- Designed and developed an efficient e-Parcel Notification System to manage and track incoming and outgoing parcels, to streamline and enhance existing processes.

Integrated Wasap.my

Nov 2022

- Redesigned the interface of the Wasap.my system by following the requirements of User Interface (UI) and User Experience (UX).
- Developed a new feature to export the data in the system without exporting data manually at backend.
- Troubleshooted the system operating which is subscription expiry date and successfully eliminating the daily routine of updating the data manually.

Learning Management System

Oct 2022

- Designed and develop the Learning Management System (LMS) to commercial the learning contents to our clients, using WordPress and Elementor plugins.
- Managed and update the contents of modules for each course in LMS.
- Successfully increase 75% the number of participants joining that program and offer free access to the Learning portal.

Helpdesk System

Sept 2022

- Developed the new system for handling the inquiries from the user Wasap.my to assist in increasing customer service productivity efficiently by 80%.

Barber Booking System

Oct 2021

- Conducted research by using the usability heuristic theory.
- Created comprehensive documentation for the Barber Booking System proposal, following the System Development Life Cycle (SDLC) methodology.
- Developed the Barber Booking System and eliminate by 100% of manual booking.

REFERENCES

Muhd Norfitri Yusoff

HRM Executive, PETRONAS Chemicals Ethylene Sdn Bhd

nfitry.yusoff@petronas.com.my

Nik Mohd Shahrizailla Nik Anuar

Creative Designer, Pande Media (M) Sdn Bhd

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