

## **Personal Information**

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## **Work experience**

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### **Full time:**

#### **Tanalink Sdn Bhd Software QA Lead**

June 2023 – Present

- Develop and implement software testing strategies and plans, covering various testing types such as functional, integration, and performance testing.
- Lead a team of software testers, providing guidance and mentorship to ensure consistent quality testing standards.
- Work closely with development teams to understand product requirements, identify potential issues and help resolve them.
- Design, develop, and execute test cases and test scripts to validate software functionality and performance.
- Identify and track software defects, communicating issues and status updates to stakeholders.
- Stay up to date with industry trends, testing tools, and best practices to improve testing processes.

#### **CIS Solutions & Norwex Malaysia**

##### **Software QA Engineer**

September 2021 – June 2023

- Building test plan and scenario reports
- Participating in fulfilling client software requirements
- Testing and fixing bugs or other coding issues
- Working closely with the developers on reporting issues

#### **M9 Group**

##### **Software developer (full stack)**

February 2019 – August 2021

Technologies used: .Net, C#, Python, REST API, HTML, CSS, SQL, JavaScript, Azure bot Framework, Visual Basic, CLI.

Detailed responsibilities / tasks:

- Participating in the design and creation of scalable software.
- Writing clean, functional code on the front- and back-end.
- Testing and fixing bugs or other coding issues.

#### **DXC Technology Malaysia**

##### **IT Support Analyst (Commonwealth Bank of Australia)**

December 2017 – February 2019

Technologies used: Citrix, SharePoint, Office 360, SCCM, PowerShell scripting, Active Directory.

Detailed responsibilities / tasks:

- Maintain installed PCs, networks, telephone systems and peripherals with routine maintenance.
- Identify, log and resolve technical problems with software applications or network systems.
- Identify potential changes and system improvements to present to senior team leaders for consideration and implementation.
- Ensure that work is carried out within agreed service levels and in accordance with department guidelines.

### **Project-based/ Freelance:**

#### **Concentrix Malaysia**

##### **Windows 10 Migration Engineer**

December 2020 – June 2021

Technologies used: Citrix, SharePoint, Office 365, SCCM.

Detailed responsibilities / tasks:

- Migrate over 1000 applications off servers for over 1000+ AIG users worldwide to supported levels in 6-month time.
- Verify operational influences on technical systems, including general knowledge of best practices for system security, disaster avoidance, recovery, and regulatory compliance.

#### **Fusion Beat Sdn Bhd**

##### **RF Engineer/ Analyst**

June 2017 – November 2017

Technologies used: AutoCAD, NEMO Outdoor, NEMO Analyzer.

Detailed responsibilities / tasks:

- Co-ordination with the field engineers of Radio Network and Switching Sections for rectifying radio network problems and improving the network performance and quality.
- Conducting new site surveys for Radio and Transmission network for expansions and new project works.
- Preparation of Cell Design Data for the new BTS sites.
- Hardware dimensioning (BTS).
- Monitoring of 3G network performance by carrying out the drive test and analysis of drive test log.
- Propose for network expansion based on the traffic report analysis.

#### **Q-Plex Communications (KL2017 SEA Games & ASEAN Para Games)**

##### **Broadcast assistant technical producer**

August 2017 – September 2017

Technologies used: ATEM Blackmagic switch, SONY Live System Cameras.

Detailed responsibilities / tasks:

- Control audio equipment to regulate the volume and sound quality during radio and television broadcasts.
- Monitor strength, clarity, and reliability of incoming and outgoing signals, and adjust equipment as necessary to maintain quality broadcasts.
- Regulate the fidelity, brightness, and contrast of video transmissions, using video console control panels.
- Observe monitors and converse with station personnel to determine audio and video levels and to ascertain that program are airing.
- Preview scheduled programs to ensure that signals are functioning, and programs are ready for transmission.
- Report equipment problems and ensure that repairs are made; make emergency repairs to equipment when necessary and possible.

**Part time:**

**TGV Cinemas**

**Customer relations officer (CRO)**

December 2016 – May 2017

Detailed responsibilities / tasks:

- Attending customer orders
- Managing sales and marketing for the branch
- Preparing and serving F&B
- Following company's SOPs to achieve required services quality
- Occasionally helping branch managers regarding technical difficulties

**Internship:**

**Media Prima Berhad**

**Broadcast Engineer Intern**

December 2014 – May 2015

Detailed responsibilities / tasks:

- maintaining specialist equipment for video production, broadcast and satellite transmission and interactive media
  - setting up and monitoring audio-visual links between units in different locations
  - installing and testing new facilities and equipment
  - setting up and operating editing facilities in post-production suites
  - analysing and repairing technical faults on equipment and systems
  - setting up and operating equipment and transmission links during outside broadcast
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## **Education**

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**Universiti Teknologi Malaysia**

**BSc Computer Science, Software Engineering**

September 2018 – Present (Part Time)

**Politeknik Port Dickson**

**Diploma Electronic Engineering, Computer Technology**

Graduation year: December 2016

## **Language**

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Bahasa Melayu, English

## **Reference**

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Upon Request.