



## MUHAMAD ASYRAF BIN SARKEI

Agile-Focused Technical Leader & Business Systems Analyst with nearly 8 years of full-stack development experience and a certified Professional Scrum Master (PSM I). Demonstrated success facilitating Scrum teams, gathering and translating business requirements and contributing to CMMI Level 3 compliance as Configuration Manager & Project Manager. Skilled at bridging technical and business domains to drive system improvements, streamline delivery and reduce costs in enterprise environments.

### Experience

#### MAR 2024– Present

##### Senior Executive • System Analyst • REDtone Telecommunication Sdn. Bhd

- Led migration of legacy systems to modern platforms, improving performance by targeting ~50% and reducing software defects.
- Coordinated cross-functional teams (developers, testers, business units) to deliver projects on schedule, engineered scalable database solutions to streamline data workflows.
- Gathered and documented requirements by working closely with stakeholders, creating functional specifications aligned with system architecture.
- Developed JavaScript-based internal ticketing systems to support operational issue tracking across departments.
- Conducted SQL data validation and integrity checks across projects to ensure data accuracy and reliability also utilized Gemini CLI to automate codebase analysis and refactoring, leveraging its AI-driven understanding of large repositories and contextual refactoring capabilities to reduce manual debugging time.
- Managed technical resources, prioritized tasks and led system enhancement planning with proactive risk mitigation

#### SEPT 2017– FEB 2024

##### Associate • Analyst Programmer • Pengurusan Air Selangor Sdn. Bhd

- Oversaw configuration, maintenance, and troubleshooting of internal and outsourced applications on Azure Cloud, providing 2<sup>nd</sup>-3<sup>rd</sup> level support for around 5,000 users.
- Employed Agile methodologies to coordinate technical initiatives, improving team collaboration and delivery efficiency also introduced early DevOps practices, including stress and penetration testing, improving application performance and security.
- Led key system upgrades and enhancements to improve service quality, using Kubernetes for container orchestration and Locus for improved scalability.
- Gathered business and technical requirements, acted as SME in evaluating vendor proposals and led vendor integration efforts.
- Managing enhancement and support activity for Air Selangor Apps with estimate 1.6 million active user and leveraging Kubernetes for container orchestration and Locus for enhanced efficiency and scalability.

### Volunteer Experience, Award, Sport & Training

- Received National Co-Curriculum Award, Kelantan (2010)
- Attended workshop, The Assessment of Personal Attributes Workshop, Perlis (2014)
- Attended DevOps Engineer Training and Assessment for Beginner (2021)
- Attended Oracle Integration Cloud (OIC) Training (2022)
- Attended Oracle Field Service Cloud (OFSC) Training (2022)
- Attended Course Sport Science and Technical of Taekwondo, Putrajaya (2023)
- Earned JIRA End User issued by Iverson Associates (Jan 2024)
- Attended Assessment Capability Maturity Model Integration (CMMI) Level 3 as Configuration Manager for REDtone Telecommunication Sdn Bhd (April 2025)
- Completed Jira Agile Project Management for Beginners-Bonus on Udemy (April 2025)
- Attended Assessment Capability Maturity Model Integration (CMMI) Level 3 as Project Manager for REDtone Engineering & Network Sdn Bhd (May 2025)
- Certified as Professional Scrum Master (PSM1) by Scrum.org (May 2025)
- Completed The Project Management Course: Beginner to PROject Manager on Udemy (July 2025)



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Muhamad Asyraf Bin Sarkei

### EDUCATION

#### Universiti Teknologi Mara Arau, Perlis

- Bachelor of Science (Hons)  
in Information Technology
- Graduation Date: April 2018

#### Collage Matriculation Selangor, Selangor

- Matriculation  
in Science Computer (Physics)
- Graduation Date: September 2011

### SKILLS

#### Programming/Scripting Language: -

PHP, C++, Java, JavaScript, CSS, HTML, AJAX, Python

#### Database: -

MySQL, MySQLi, Oracle Database

#### Tools/Software: -

Putty, WinSCP, sqlDeveloper, SQLyog, phpMyAdmin, Notepad++, Sublime, Postman, SoapUi, Salesforce, Oracle Cloud Consumer Services, UiPath, Sobot, JIRA & Confluence, Gemini CLI

## Project & Experience

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### **Vendor Registration System (VRS) [Jan 2025 – Present]**

As a System Analyst, I require to reduce errors, improve onboarding efficiency, enforce compliance and centralize all vendor-related documentation and activity for greater procurement control.

The system streamlines the process by allowing users to invite vendors to register, complete their profile and upload verification documents. A verifier reviews the submitted documents to either approve or reject them. Notifications are sent to the respective parties at each step.

- Led requirement-gathering workshops with procurement stakeholders to define workflows for vendor invitations, profile completion and document verification.
- Captured and translated user stories into technical documentation, enabling developers to implement multi-step approval workflows, file uploads and status tracking.
- Designed dashboards and audit log features so procurement staff can track vendors' statuses and manage compliance effectively.
- Prepared training materials and conducted sessions for onboard procurement users, ensuring a smooth transition to the new digital process.

### **Wholesale Numbering Portal [Dec 2024 – Present]**

As a System Analyst, I need to emphasize my capability to design secure, scalable and well-documented API-driven system serving external partners.

The Wholesale Numbering Portal is a centralized platform designed to collect, store, and manage user data from REDtone-affiliated wholesalers for the NG999 emergency services initiative. The system provides 24/7 API access to third-party partners (TM) for real-time retrieval of numbering and subscriber information. It ensures data consistency and security while supporting emergency response accuracy.

- Oversaw design of data schemas and API documentation, incorporating best practices to ensure seamless developer integration.
- Monitored development progress and ensuring the system can store and manage data structures.
- Prepare and trained total of 60+ REDtone-affiliated wholesalers on portal functionality, enabling 24/7 API access for TM to retrieve accurate data and improving third-party data integration efficiency.

### **Malaysia Emergency Response System - Next Generation 999 (MERS NG999) [Nov 2024 – Present]**

As Technical Lead as representative development team to collaborate with TM and other telco providers in TM workshops to evaluate architecture and document technical specifications for NG999 - Malaysia's next-generation emergency response system replacing MERS999.

- Participated in cross-industry workshops to define the ANI (Automatic Number Identification) solution, ensuring seamless integration with caller ID and geolocation while upholding strict consumer data privacy.
- Developed comprehensive technical documentation and solution proposals that support real-time emergency dispatch enhancements and cross-agency coordination as part of Malaysia's shift from legacy MERS999 to NG999.
- Guided developers through implementation of agreed technical designs, ensuring precise translation of architecture into high-quality code while maintaining compliance with documented specifications.

### **Unified Electrical Bill Management (UEBM) System [Nov 2024 – Present]**

As System Analyst for UEBM, I aim to enhance operational transparency, promote sustainability through paperless processes and lowers administrative overhead through centralized data storage.

UEBM is a centralized platform developed by REDtone to securely store, track and manage electrical account and billing information 24/7.

- Led requirement gathering across business units to define detailed user stories and functional specs for automated bill retrieval, payment status update and report management.
- Oversaw implementation roadmap, tracked development progress and coordinated testing to confirm account and bill process aiming for accuracy of the data.
- Guide the training programs and create a user manual to ensure smooth adoption of UEBM's new features such as missed bill cycle notification.

### **Line of Business Management (LOB) System [Sept 2024 – Present]**

As System Analyst for LOB, I require to create a centralized platform designed to replace error-prone, manual processes for managing staff lists, project data and financial reporting. It integrates critical activities across HR, Finance and Management into a unified interface.

This system will provide a dashboard and reporting capabilities to ensure data is accurately uploaded, reviewed and processed, ultimately generating reliable final reports for management review.

- Led multi-department requirement workshops to gather user stories from HR, Finance and Management, defining clear specifications for staff data, projects and financial reports.
- Translated business needs into technical documentation and workflows, enabling developers to build features like ETL data validation, report scheduling and dashboard visualizations.
- Designed user training and rollout plans, including creating guides, conducting hands-on sessions and supporting onboarding to ensure smooth adoption across departments.

### **Migration of Legacy system [Jun 2024 – Present]**

As Team Lead for migration of legacy systems with stakeholders coming from all departments within REDtone.

The migration project is to migrate the current system from SQL Server 2000 to SQL Server 2022 and enhance current platform using exe application to web based system which later can be documented the source code and technical input.

- Leading a team of almost 20 project members with multiple business owners to gather business operations they deal with and understand the process involved.
- Prepare a migration plan to migrate SQL 2000 to SQL 2008 before fully migrating to SQL 2022 as the main objective.
- Identify existing problems to minimize issues during migration and upgrade activities for applications involved.

### **Commission system [Mar 2024 – Present]**

As System Analyst for Commission System, I play a pivotal role in translating business needs into technical deliverables:

Commission System is a platform to manage each agent commission. This included results of agent's commission, assign the payment that is made by customer to different invoices, create commission package, assign commission package to a sales agent, commission management, assign commission package to customer's agent, agent management.

- Collaborate with stakeholders to gather user stories and define detailed requirements, ensuring alignment between business objectives and system functionality.
- Convert business requirements into clear technical specifications, empowering developers to build features that match user's expectations.
- Monitor development progress, manage implementation plans, and coordinate timelines to ensure on-time delivery.
- Prepare and deliver training materials, guides and hands-on sessions to support successful rollout and user adoption.

### **MyGovUC 3.0 [Mar 2024 – June 2024]**

As Acting Manager for Application Development and Support within the project team with Jabatan Digital Negara as business client.

MyGovUC 3.0 is the largest government IT project in 2024. The project consisted of four (4) main systems which involved system managing government workers across EDU & GOV domain, file storage in cloud, IP and hosting management and web portal as gateway of information among government servants.

- Led a team of 8 employees with several vendors to handle and improve team productivity through effective management and motivational techniques.
- Developed and implemented strategic plans to achieve business objectives and ensure optimal allocation of resources and cost efficiency.
- Resolved conflicts and facilitated communication among team members, enhancing collaboration and reducing turnover.

### **Customer Management Initiatives (CMI) [Aug 2022 – Feb 2024]**

As Subject Matter Expert (SME) with UberFusion as Air Selangor's Vendor

Customer Management Initiatives is an initiative to capture the end user or customer journey on Air Selangor's services and flow it to Mobile SuperApp and SuperWeb to give better experience and services to Air Selangor's consumers.

- Provide guidance and recommendations to resolve challenges during user requirement phase.
- Reviewing and evaluating UberFusion's work to ensure that it aligns with best practices and industry standards during development phase.
- Responsible for evaluating and recommending also providing technical guidance to project teams and helping them make informed decisions hence solve complex technical challenges.
- Collaborate with other SMEs departments and teams to ensure that information and expertise is integrated into various aspects of the organization's operations.

### **Customer Cloud Service (CCS) [Sept 2023 – Feb 2024]**

As Business Analyst with Oracle as Air Selangor's vendor

Customer Cloud Service is an Oracle application cloud used to manage and monitor consumer's account information including bill generation, payment bill, water usage and so on. CCS is JavaScript based and uses Oracle database with data warehouse concept.

- Responsible for handling issues spanning both the first and second support tiers. This involves addressing user inquiries, troubleshooting technical challenges, and providing solutions in a prompt and effective manner.
- Monitor system performance daily and report any third-level support needs to Oracle by raising tickets in Jira and raising service request to Oracle team if required.
- Extract and transform data from databases to generate requested reports for business users.

### **Air Selangor Mobile Application & Portal [Jan 2022 – Feb 2024]**

As Business Analyst with Terato Tech as Air Selangor's vendor

Air Selangor Mobile Application & Portal is an application used by Air Selangor's consumers to keep track of water usage and bill charges as well as payment made to Air Selangor. Also provide services such as water disruption information and lodging complaints.

- Involves the comprehensive gathering of project requirements and ensuring that they remain aligned with the evolving needs of the organization including preparing process flow diagram as well as storyboard depending on request by business owner.
- Prompt and effective first and second-level technical support, addressing a wide range of user inquiries and technical challenges.
- Responsible for monitoring the functionality of all integrations and upholding the peak performance of the applications. This includes addressing compatibility, functionality, and performance issues to guarantee the smooth operation of the technology ecosystem.
- If requiring third-level support, will promptly relay this information to Terato Tech for thorough investigation and resolution.

### **OneScreen [Sept 2017 – Feb 2024]**

As Programmer with Air Selangor's Customer Experience Department as business user

OneScreen system is an internal web-based application used to manage and monitor water disruption occurring within Selangor, Kuala Lumpur and Putrajaya region, developed on PHP & Java Script, using MySQL database.

- Oversee both front-end and back-end development also database structure.
- Conduct user requirement from end user and manage user acceptance test if there any new implementation also prepare User Requirement Specification for the new request as well as User Acceptance test for the testing.
- Prepare Functional Specifications Documents as well as prepare prototype if requested by user.
- Perform first, second and third level support and propose solution and assistance if needed.
- Monitor system functional and integration performance daily.

### **Oracle Utilities Customer Care and Billing (CCB) [Jan 2020 – Aug 2023]**

As Business Analyst with Tech Mahindra as Air Selangor's vendor

CCB is an Oracle application used to manage and monitor account consumer's information including bill generation, payment bill, water usage and so on. CCB is JavaScript based and uses Oracle database. Later replaced by Customer Cloud Service (CCS).

- Responsible for handling issues spanning both the first and second support tiers. This involves addressing user inquiries, troubleshooting technical challenges, and providing solutions in a prompt and effective manner.
- I am responsible for validating the Functional Specification Document along with business users and to prepare User Acceptance Test.
- Monitor system performance daily and report any third-level support needs to Tech Mahindra.
- Extract and transform data from databases to generate requested reports for business users.

### **ThirdParty System [Sept 2017 – Feb 2024]**

As Programmer with Air Selangor's Distribution Department as business user

ThirdParty system is an internal web-based application used to manage and monitor claims to third-party entity, which is issued by Air Selangor, developed on PHP & Java Script, using MySQL database.

- Meticulously document user requirements such as User Requirement Specification to ensure a clear understanding of project objectives and deliverables.
- Responsible for encompassing both front-end and back-end development tasks also continuously monitor all integrations to guarantee smooth operation.
- Address support needs at any level, also offering timely solutions and assistance as required.

### **iProcurement [Sept 2017 – Feb 2024]**

As Programmer with Air Selangor's Finance Department as business user

iProcurement system is an internal web-based application used to manage and monitor claims and expenses of Air Selangor, developed on PHP & Java Script, using MySQL database.

- Engage with end users to comprehensively gather their requirements and perform development as well as user acceptance test if required.
- Proficiently manage the back end, working on server-side components and databases to ensure the seamless operation of applications.
- Carry out daily monitoring of system performance to proactively identify and address any potential issues.
- Respond to any integration-related challenges to maintain a seamless workflow.

### **Salesforce [Oct 2021 – Feb 2024]**

As Business Analyst with IT Apps as Air Selangor's vendor

Salesforce is a software product used by Air Selangor to monitor, manage and populate water complaints, site visit activity, repair work and payment process related to complaints from water consumers.

- Gather requirements and manage change requests if there are any.
- Provide first and second-level support as needed.
- Conduct unit testing and ensure the proper functionality of all enrolled devices.
- Monitor system performance and integration, and I report any issues requiring third-level support to IT Apps when necessary.

### **WorkPayment System [Jan 2020 – Sept 2021]**

As Programmer with Air Selangor's Distribution Department as business user

WorkPayment system is an internal web-based application to handle claim from repair work used by staff of Air Selangor, developed on PHP & Java Script, using MySQL database. Later it was replaced by Salesforce.

- Collect requirements from end users and document them. Additionally, I handle both front-end and back-end development, as well as manage user acceptance tests in case of any change requests.
- To do documentation on technical process in Technical Specification Document for reference in future.
- To prepare System Integration Testing and test each unit/module related to ensure system working fine before user acceptance test.
- Ensure the daily monitoring of system performance and the smooth functioning of all integrations.
- If necessary, responsible for attending support needs at any level-be it first, second, or third.
- When required, perform extract, transform and load (ETL) activities directly on the database.

### **Oracle Utilities Mobile Workforce Management (MWM) [Jan 2020 – Sept 2021]**

As Business Analyst with Tech Mahindra as Air Selangor's vendor

MWM is an oracle application which is used to monitor and manage site visit and repair work for any complaint received from consumers. MWM is JavaScript based and uses Oracle database. Later it was replaced by Salesforce.

- Perform first and second level support if required.
- Do unit testing and ensure all devices enrolled work properly.
- Monitoring system performance and integration also report any third level support to Tech Mahindra if required daily.
- Perform extraction and massaging data from database to generate report requested by business users.

### **iJob [Sept 2017 – Dec 2019]**

As Programmer with Air Selangor's Distribution Department as business user

iJob system is an internal web-based application which handles pipe repair work & claim, used by staff and contractors of Air Selangor, developed on PHP & Java Script, using MySQL database. Later it was replaced by Oracle Utilities Mobile Workforce Management and WorkPayment system.

- I do gather requirements for end users, document requirement also does the front-end and back-end development and handle user acceptance test if there any change request.
- Monitoring system performance and ensure all integration function smoothly on daily basis.
- Attending any of the first, second and third levels of support if required.
- Perform extract, transform & load (ETL) activity on database itself if required.