

EXPERIENCE

Platform Experience Analyst

September 2021 – December 2024

Accenture

- Provide email support to application platform developers, leveraging Salesforce CRM to track and manage cases, ensuring timely responses in adherence to SLAs.
- Perform detailed application reviews and in-depth research to provide high-quality policy and product support, using technical knowledge to troubleshoot effectively.
- Collaborate with cross-functional teams to resolve issues efficiently, maintaining a focus on improving End User Satisfaction and minimizing resolution time.
- Identify opportunities and collaborate on projects to improve support tools, processes, and workflows, enhancing operational efficiency and user experience.

Customer Service Representative

September 2020 – July 2021

TDCX

- Efficiently manage incoming emails, inquiries, and calls from Shopee users, ensuring timely and accurate responses to their needs.
- Utilize Salesforce to track customer interactions, manage cases, and provide personalized support.
- Consistently meet or exceed Service Level Agreements (SLAs) to ensure customer satisfaction and operational efficiency.
- Utilize technical skills, as needed, to troubleshoot issues and provide solutions to customers.

Case Executive

March 2020 – May 2020

Family First Consultancy

- Provide support to counselors with daily tasks, including session preparation and logistical setup, to ensure a seamless client experience.
- Manage counseling and program-related documentation, such as confidentiality agreements, client demographic forms, session notes, and program materials.
- Maintain an organized and conducive office environment, enhancing the overall satisfaction of clients with the counseling sessions provided.

Executive Administration

December 2019 – March 2020

Tan Norizan & Associates

- Managed the Administration team, serving as a key liaison between the team and external Partners to ensure seamless communication and collaboration.
- Assisted the Managing Partner of the Litigation Team by overseeing daily operations, monitoring team performance, and supporting business development efforts to promote the firm.
- Provided support to all Partners of the Litigation Team by coordinating the production of newsletters, managing the Buddy System, drafting internal memos, and handling other essential communications.

EDUCATION

FULL STACK SOFTWARE DEVELOPMENT CERTIFICATION

Gamuda AI Academy

BACHELOR OF COUNSELING (HONS)

Management & Science University

DIPLOMA OF BUILDING SURVEY

UiTM Sri Iskandar

ACHIEVEMENTS

- Developed an AI-powered web application for HR recruiters, effectively addressing key challenges in talent acquisition and management (Capstone Project) - 2025
- Successfully completed the Fullstack Software Engineering program at Gamuda AI Academy, enhancing technical expertise and proficiency in software development - 2025
- Achieved Certified Kubernetes Administrator (CKA) certification - 2024
- Built webapp as group final project for Convergence Certification and Skills Development (CCSD) certificate - 2024
- Selected as Yayasan Peneraju's scholar for Peneraju Teknologi Certified DevOps Practitioner program - 2024

SKILLS & HIGHLIGHTS

Languages:

- Native Malay: Superior in speaking and writing.
- Professional English: Good at speaking and writing.
- Basic Indonesian: Good at speaking and understanding

Technical Skills:

- Operational Knowledge in Salesforce, Google Cloud Platform, MongoDB
- Proficient in Python, Kubernetes, Linux, AI
- Basic knowledge in JavaScript, Vue.js/ Vuetify, GitHub, SQL

Interpersonal Skills:

- A proactive, passionate, and committed worker.
- Self-motivated and hard-working individual.
- Remains calm in stressful situations.
- Positive and strong work ethic.
- Enjoy working as a team member as well as independently.
- Good at communicating with a diverse group of people.
- Fast learner, adaptable, and flexible to technology changes.

***Reference available upon request**