

Fatihah Ashhar

snf.fatihahashhar@gmail.com | +6011 3511 4250 | Cheras, Kuala Lumpur
LinkedIn: <https://www.linkedin.com/in/fatihahashhar/>
Portfolio: <https://fatihahashhar.github.io/portfolio/>



PROFESSIONAL SUMMARY

Software Engineer with hands-on experience in both frontend and backend development for SaaS platforms and internal business systems. Proficient in PHP, Laravel, Vue.js, AngularJS, Node.js, and JavaScript, with a strong focus on building features, fixing bugs, integrating APIs, and improving UI and data-driven functionalities. Also experienced in Quality Assurance (QA), including manual testing, test case writing, API testing, and defect tracking using JIRA and Postman. A reliable and adaptable team player with strong problem-solving skills and the ability to contribute across development and QA functions in fast-paced environments.

PROFESSIONAL EXPERIENCE

Software Developer

Gocloud Technologies (M) Sdn. Bhd., Petaling Jaya, Selangor, Malaysia

Feb 2025 - Apr 2025

- Worked as a **frontend-focused developer** on multiple SaaS products, including **kumoDent, kumoVet, kumoDoc, kumoBiz, and medical aesthetics** systems, supporting both **web and mobile applications**.
- Used **PHP, Laravel, AngularJS, and Node.js** to implement feature enhancements and bug fixes within a large, DataTable-heavy system, collaborating with team members in a junior, team-based environment.
- **Key contributions** included:
 - Fixed UI and data display issues in several reports, including layout misalignment and missing data during print and CSV/Excel export.
 - Enhanced report usability by ensuring filters remained selected after report generation.
 - Implemented new report features such as the Case Notes Report, including frontend changes and API integration.
 - Applied styling fixes to configuration pages and improved usability issues such as outlet selection during login.
 - Added and enhanced features across web and mobile apps, including WhatsApp button updates, backdated payment support, and data table improvements for KumoVet.
- **Key Achievements:**
 - Learned AngularJS and Node.js on the job and applied them to real production tasks.
 - Adapted quickly to a complex, DataTable-intensive SaaS system while delivering features and fixes.
 - Contributed to multiple products within a short period, demonstrating strong learning ability and adaptability.

Software Engineer

Boss Boleh Sdn. Bhd., Kuala Lumpur, Malaysia

Feb 2024 - Jan 2025

- Contributed to the development, enhancement, and maintenance of internal systems and customer-facing platforms, primarily using PHP, Laravel, and Vue.js, while collaborating closely with senior developers in a fast-paced environment.
- Worked on multiple systems and modules:
 - **Boss Boleh ComSec System:** Contributed to the enhancement of an online platform for managing company secretary services.
 - Independently enhanced **4 out of 6 critical modules within 6 months**, improving system efficiency and user experience.
 - **Boss Boleh Official Website:** Maintained and enhanced the company website, optimizing functionality and overall performance using PHP.
 - **E-Invoicing System:** Participated in building scalable e-invoicing solutions using PHP, Laravel, and Vue.js.
 - **Document Generator:** Involved in developing a microservice-based document generation solution within the ComSec System using Laravel and PHP.
 - Used Postman to test API endpoints and verify generated document templates for accuracy and functionality.
- Provided **production support and troubleshooting** during senior developers' absence, ensuring system continuity and resolving urgent issues.
- Also **supported the QA team** by temporarily covering QA responsibilities while continuing development work:
 - Performed **manual testing in diverse environments**, verifying functionality and supporting reliable releases.
 - Wrote and updated **test cases in JIRA**, tracked issues, and coordinated with developers on fixes and releases.
 - **Balanced QA tasks with ongoing development work**, maintaining productivity across both roles for 2–3 months.
- **Automated data-related processes** to improve accuracy and reduce manual errors.

IT Intern

Boss Boleh Sdn. Bhd., Kuala Lumpur, Malaysia

Oct 2023 - Feb 2024

- Conducted research on multilingual video translation platforms and presented findings to senior management for strategic decision-making.
- Embedded and optimized webinar videos in ClickFunnels to enhance user engagement and meet company standards.
- Developed and implemented automation workflows within SleekFlow CRM and Make.com to streamline customer relationship management processes.
- Enhanced functionality of the client portal, improving user interaction and interface consistency.

EDUCATION

Bachelor of Information Technology (Hons.) in Software Engineering

Sept 2020 - Feb 2024

Universiti Kuala Lumpur - Malaysian Institute of Information Technology (UniKL MIIT)
CGPA: 3.90 | Graduation: November 2024

Matriculation Programme - Module I (Pure Science)

May 2019 - Mar 2020

Kelantan Matriculation College
CGPA: 3.79

Sijil Pelajaran Malaysia (SPM) - Pure Science

Jan 2014 - Dec 2018

SMK Rantau Panjang, Kelantan
Result: 4A 5B | 2018

PROJECTS

Help'em: Web-based Volunteering Management System

Final Year Project | Web Application

June 2022 - June 2023

- Developed a comprehensive platform for volunteers to find and apply for voluntary work, and for organizers to recruit and manage volunteers.
- Integrated an email verification feature for newly registered users.
- Utilized PHPMailer for efficient email communication within the system.
- Help'em aims to enhance volunteer engagement, streamline the recruitment process, and create a reliable and efficient platform for volunteer work.
- Technology used: HTML, CSS, PHP, PHPMailer, JavaScript, MDBootstrap 5, MySQL, Visual Studio Code, Font Awesome 5.

EasyConference

Semester 4 Course Project | Mobile Application

Apr 2022 - June 2022

- A mobile application that allows user to register to the conference through the application.
- User's registration details will be stored into SQLite database.
- Technologies used: Visual Studio Code, Android Studio, SQLite, Flutter, Dart.

McDonald's Online Ordering System

Semester 4 Course Project | Web Application

Apr 2022 - June 2022

- A web application for food ordering from McDonald's menu.
- Customers are able to place their orders via the website, while administrators can manage orders and access statistics on total orders and earnings.
- Technologies used: Visual Studio, C# ASP.NET, Bootstrap 5, MySQL, Font Awesome 4.

SKILLS

Programming Language:	PHP, Java, Dart, C#, JavaScript
Web Development:	Laravel, Vue.js, AngularJS, Node.js, HTML, CSS, Bootstrap
Database:	MySQL, SQLite
Testing and Quality Assurance:	Manual Testing, Test Case Writing, JIRA, Postman
Automation & Integration:	SleekFlow CRM, Make.com, Vimeo, ClickFunnels, API Integration
Tools & Design:	Figma, Canva, Adobe Illustrator, Adobe Photoshop

EXTRACURRICULAR

- Involvement in 'Program Rakan Muda Ramadan Peringkat Wilayah Persekutuan Kuala Lumpur 2023' at Masjid Al-Imam Al-Ghazali, Bandar Manjalara. Apr 2023
 - Involvement in 'Kursus Pengurusan Organisasi (KPO) Peringkat Wilayah Persekutuan Kuala Lumpur 2022 Siri 1' at Kompleks Belia dan Sukan Negeri Pulau Pinang. Mar 2023
 - Involvement in Sekretariat Rakan Muda UniKL MIIT Committee Induction Camp at Pantai Morib Banting Mar 2023
 - Volunteer Committee Member for 'Warna Warni Belia Keluarga Malaysia 2022 at Taman Tasik Titiwangsa Mar 2023
 - Involvement in 'Program Kenegaraan Anak Muda (KAM) Mahasiswa MIIT UniKL' at Kem Wawasan Negara Ulu Kernas, Kuala Kangsar, Perak. July 2022
 - Participate in High Rope Course Circuit at SKYTREX Adventure Sg Congkak. July 2022
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AWARDS AND CERTIFICATIONS

- Dean List Awards All Semesters 2020 - 2023
 - Active Member Award, Sekretariat Rakan Muda UniKL MIIT Club - Recognized for active participation and contributions to club activities. 2023
 - Google Project Management Certificate, Coursera 2022
 - Certificate for joining Flutter 101 Workshop, Google Developer Student Club UniKL MIIT 2022
 - Certificate for completing Graduate Enrichment Programme (GEP) 2022, TalentCorp 2022
 - Certificate for completing Go Digital ASEAN program for Job Seekers, The Asia Foundation 2021
 - Completion of Building & Hosting Website on Github & Microsoft Azure Workshop Certificate, Microsoft Learn Student Ambassador 2021
 - Database Foundations Certification, Oracle Academy 2021
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LANGUAGES

Malay : Advanced (Native)

English : Intermediate

Korean : Basic

Arabic : Basic

REFERENCES

Mr Chan Xing Khuan

Chief Technology Officer

Boss Boleh Sdn. Bhd.

016-950 3389

xingkhuan.chan@bossboleh.com

Ts. Dr. Husna Sarirah Husin

FYP Supervisor/Senior Lecturer

Universiti Kuala Lumpur - Malaysian Institute of Information Technology (UniKL MIIT)

+603-2175 4368 / +6013-751 5014

sarirah@unikl.edu.my