



# MOHAMMAD HAFIZ BIN AZHAN

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Puchong, Selangor

## PROFILE

Motivated and results-driven Computer Science graduate expertise in data management, data analytics, web development, and coding, with a proven ability to drive efficiency, deliver successful outcomes and collaborate within cross-functional teams. A reliable person, strong communicator, and team player that is committed to learning new things in order to build experience and soft skills.

## SKILLS

- Database Management : Oracle, MySQL, phpMyAdmin, Microsoft Access, CRM
- Data Visualization : SPSS, Power Bi, Google Looker Studio
- Web Development : Java, JavaScript, HTML, CSS, Google Site
- Other Programming Languages : Python, C++, C#, DAX

## LANGUAGE

- Bahasa Melayu : Fluent in both speaking and writing
- English : Fluent in both speaking and writing

## WORK EXPERIENCE

### REDCONTACT SDN BHD

#### CLIENT TECHNICAL SUPPORT EXECUTIVE

April 2024 - Present

- Provide first-level technical support and troubleshooting for hardware, software and network issues reported by clients.
- Coordinate with internal team and vendors to resolve issues, ensuring timely follow-up and service delivery.
- Assists in system setup, configuration, user training, and documentation to support client onboarding and maintenance.

### HPMT INDUSTRIES SDN BHD

Sept 2023 - Dec 2023

#### DATA ANALYST INTERNSHIP

- Created reports and dashboards using various Business Intelligence tools such as Power BI, Looker Studio and others.
- Proficient at managing huge datasets while able to perform forecasting using Microsoft Excel.
- Developed an ease-of-use website to facilitate collaboration among the company's distributors and clients.

### 7 ELEVEN

2019

#### CASHIER

- Handled cash registers, processing consumer purchases, and delivered great customer support.
- Effectively communicated with customers to address inquiries and resolve issues, contributing to a positive feedback.
- Developed a strong organizational and multitasking skills, adapting to high-paced environments while remaining personable.

## PROJECTS

### TRAFFIC ACCIDENTS DATA ANALYSIS

2023

- Constructed a data analysis and visualization of accidents in Malaysia's several states from 2017 to 2021.
- Used Microsoft Excel for storing and analyzing data, SPSS to calculate statistical analysis, and Power Bi for data visualization.

### EMOTION RECOGNITION: TEXTUAL TWEETS CLASSIFICATION SYSTEM (FINAL YEAR PROJECT)

2023

- Developed a system which can recognize and classify Twitter tweets into several emotion categories to monitor Twitter feed in order to produce better content, promote better social welfare.
- The system developed using Python for training, testing and validation. Utilized web framework such as Streamlit to build and share the app to the audience while Python is used to power the functionality of the Streamlit web applications.

### GROCERY STORE MANAGEMENT SYSTEM

2022

- Developed a management system of a grocery store with various modules like inventory management, employee management, and items tracking.
- The core functions are constructed using C++, while Apache Tomcat is used to act as the application server to host and control the PHP-developed web-based front-end. PHPMyAdmin is used in order to store data of the grocery store.

EDUCATION & CERTIFICATIONS

- **UiTM Kampus Jasin, Melaka (2020-2024)**  
Bachelor of Computer Science (Honours)  
CGPA : 3.45
- **Kolej Matrikulasi Negeri Sembilan (2019-2020)**  
Computer course (2nd module)  
CGPA : 3.34

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REFERENCE

- **DR. NOOR HASIMAH BINTI IBRAHIM TEO**  
FINAL YEAR PROJECT SUPERVISOR  
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- **MR LAW CHIONG LEE**  
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