Muhammad Akmal bin Mohmad Zamel

28 years old IT professional with over 6 years of working experience in software development projects
C# · Microsoft Azure · .NET Framework · Microsoft SQL Server · Azure DevOps

---

B-18-8, Kondominium Danau Murni, Jalan 1/109f, Taman Danau Desa, 58100 Kuala Lumpur
+60 11-1063 1160 | akmalzamel@gmail.com | my.linkedin.com/in/akmalzamel | akmalzamel.xyz
24th September 1993 | Malaysian

Professional Experiences

January 2022 - Present

Technology Consultant / .Net Developer
at Deloitte Consulting Malaysia Sdn. Bhd., Kuala Lumpur

Product: Billing & Payment System (BPS) for Government & Public Services

As a backend developer, I work within an agile team to deliver a customized billing and payment solution to our international client. Throughout multiple sprints, I design and develop backend programs in the form of microservices on Microsoft Azure platform that fulfill client's business operation needs.

Current roles:
- Ensure system availability and readiness for Development, SIT, and UAT environment.
- Interpret user requirements into domain model diagrams adhering to Domain-Driven-Design principles.
- Practise Code-First approach using Entity Framework to develop database and testable APIs on Azure Functions.
- Design and develop Service Bus messaging components.
- Work together with Devops engineers in setting up and troubleshooting deployment pipelines (CI/CD).

Achievements:
- Proposed and developed a working design for automated process of invoices generation.
- Implemented new integration with InRule Business Rule Management System.

Tech stacks: C#, .Net Core 6, Entity Framework, Angular, Microsoft SQL Server, Azure Functions, Azure Service Bus, Azure Cache for Redis, InRule Engine, Azure Devops

May 2019 - December 2021

Business & Integration Architecture Senior Analyst
at Accenture Solutions Sdn. Bhd., Kelana Jaya

Product: Distribution Management System (DMS) for Consumer Goods & Services Industry

As an engineer, I provide technical expertise and consultation to clients in terms of system support, maintenance, and enhancement. Throughout multiple projects, I translate business requirements into source codes with standard version control practice. I collaborate with the project team to drive change requests and tickets towards successful delivery within SLA.

Experiences:
- Responsible for monitoring and maintaining system availability for multiple clients in the Asia Pacific region.
- Liaised with project managers to perform risk assessment and effort estimation.
- Performed complete root cause analysis, bug fixes, database query optimization, and server troubleshooting.
- Involved in application engine upgrade, security patching, and server administration activities.
- Contributed to quality assurance testing and regression testing for various projects.

Achievements:
- Successfully delivered DMS system to client within the project timeline using waterfall methodology.
- Achieved tickets SLA at 100% for ten consecutive months and more than 90 tickets closed within one fiscal year.
- Implemented new integration with 3rd party Trade Promotion Management systems.
- Developed client's audit data archiving and backup automation process using Microsoft SSIS.
- Implemented GPS tracking module on existing DMS system using OpenStreetMap and OpenRouteService.

Tech stacks: C#, .NET Framework 4.6, JavaScript, Microsoft SQL Server, SQL Server Integration Services, SQL Server Analysis Services, SQL Server Reporting Services, Windows Server, Git TFS

Professional Services Engineer / Senior Analyst
at Juris Technologies Sdn. Bhd., Kuala Lumpur

Product: Financing Origination System (FOS) for Banking Industry

As a business analyst, I help clients to devise solutions based on business and operation needs. I orchestrate a team of programmers to code appropriate logic, and provide consultation to clients in terms of system operation and functionality.

Experiences:
- Liaised with business users and engineers to achieve mutual expectation on technical deliverables.
- Participated in an agile lifecycle using kanban workflow management.
- Obtained client's sign-offs on system's requirement specification and analysis.
- Produced functional documents such as feasibility studies, testing criteria acceptance, and user manual.
- Product owner for system-generated documents.
- Conducted multiple UAT phases, end-user training, and system showcase to project stakeholders.

Achievements:
- Delivered system walkthrough presentation to project stakeholders, including Chief Credit Officer and Chief Risk Officer of the bank.
- Conducted Train-the-Trainer session in span of 3 days for business users from branches across the country..

Tech stacks: HTML, PHP 5, Oracle SQL, AS400 Core Banking Integration, Apache, Linux Server

September 2014 - April 2015

Software Developer Trainee
at Freescale Semiconductor Malaysia Sdn. Bhd., Petaling Jaya (currently known as NXP Semiconductors Malaysia Sdn. Bhd.)

Product: Genesis Shop Floor Control (SFC) System for Semiconductor Industry

As a developer, I cooperate with business analysts to enhance Genesis SFC application, an in-house system used in Freescale facility. During the internship period, I was able to demonstrate industry standard software development practices using waterfall methodology, and the basics of software debugging technique.

Experiences:
- Involvement in both front-end and back-end development of legacy systems.
- Developed change requests, and contributed to unit testing and IT acceptance testing.

Achievement:
- Delivered 4 change requests including internship project to production within 8 months.

Tech stacks: Visual Basic 6, Python 2.7, Oracle SQL, Linux Server

---

Education Background

January 2011 - June 2016

Bachelor of Technologies (Honours) in Information Technology
Major in Software Engineering & Minor in Financial Management
from Universiti Teknologi PETRONAS with Second Class Upper Honours

Dissertation: Online Meeting Application Based on Web Real-Time Communication (WebRTC) and Cloud Technologies

Description:
- Studied the implementation of a web conference system as a Software as a Service (SaaS) application on OpenNebula cloud platform.
- Developed a web application with features available for video meetings and chat rooms using modern web browsers, which was based on WebRTC libraries.
- Utilized high-performance computing facility on campus to deploy applications and monitor Quality of Service for real world scenarios.

Tech stacks: HTML, CSS, JavaScript, NodeJS, WebRTC, Linux Server, OpenNebula