Muhammad Akmal bin Mohmad Zamel

28 years old IT professional with over 5 years of working experience in software development projects

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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

Skills & Knowledge

Front-End Development

Advance
HTML, CSS, JavaScript
DOM manipulation
Bootstrap

Intermediate
Responsive design
MVC architecture

Novice
CSS preprocessors
CSS animation

Back-End Development

Advance
Algorithm and data structures
Object-oriented programming
Relational database design

Intermediate
Web server technologies
Database administration
Operating system (Windows/Linux)

Novice
REST/SOAP API development
Batch scripting

General Skills

Advance
Git version control
Deployment strategies
Customer service

Intermediate
Support and troubleshooting
Agile SDLC

Novice
IT project management
Network monitoring

Professional Experiences

May 2019 - Present
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.

Current roles:
- Key person for monitoring and maintaining system availability for multiple clients in Asia Pacific region
- Liaise with project managers to perform risk assessment and effort estimation
- Execute complete root cause analysis, bug fixes, database query optimization, and server troubleshooting
- Involvement in application engine upgrade, security patching, and server administration activities
- Contribute to quality assurance testing and regression testing for various projects

Achievements:
- Successfully delivered a new DMS system to the client within the project timeline
- Achieved tickets SLA at 100% for eight consecutive months and more than 90 tickets closed within one fiscal year
- Main implementer for new systems integration with 3rd party Trade Promotion Management system
- Main developer for client's audit data archive and backup automation using Microsoft SSIS

Tech stacks: ASP.NET, C#, JavaScript, Microsoft SQL Server, SQL Server Integration Services, SQL Server Reporting Services, Windows Server, Microsoft Azure, Git

July 2016 - May 2019
Professional Services Engineer / Senior Analyst
at Juris Technologies Sdn Bhd, Kuala Lumpur

Product: Financing Origination System (FOS) for Banking Industry

As a project coordinator, 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:
- Collaboration with SMEs and project managers to achieve mutual expectation on both technical and functional deliverables
- Participated in all stages of agile SDLC as various roles including scrum master
- Produced functional documents such as feasibility studies, requirement specification, testing criteria acceptance, and user manual
- Key person in requirement gathering and analysis phases, and main contributor for front-end configuration and testing
- Conducted multiple UAT phases, end-user training, and system showcase to project stakeholder

Achievements:
- Successfully delivered Phase 2 project to production
- Main presenter of system walkthrough to stakeholders, including Chief Credit Officer and Chief Risk Officer of financial institution
- Main conductor of Train-the-Trainer session in span of 3 days with participants from branches across country

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

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 system
- Developed change requests, and contributed to unit testing and IT acceptance testing

Achievement:
- Successfully delivered 4 change requests including internship project to production within 8 months

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

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Education Background

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:
- Study the implementation of web conference consisted of video chat as Software as a Service (SaaS) application on OpenNebula cloud platform
- Developed web app based on WebRTC libraries that utilizes cross-platform capabilities on modern web browsers
- Utilized high-performance computing facility in campus to deploy application and monitor Quality of Service for real world scenario

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