

## MOHD RAIS FAIQ NICHOL

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### SUMMARY

Software engineer with 4 years of experience in embedded full-stack development and 2 years in business operations management. Built high-performance, user-focused applications integrating hardware, software and real-time data systems. Pivoted to lead end-to-end client operations, implementing new e-commerce strategies to increase sales and scale operations for B2B/B2C growth in the premium corporate merchandising sector. Now looking to refocus on software engineering roles, leveraging both technical expertise and operational insight to deliver high-impact solutions.

### KEY SKILLS AND TOOLS

- **Languages:** C++, Python, SQL, JavaScript, HTML, CSS
- **Frameworks:** NumPy, Pandas, Kivy (Python); React.js, Node.js (JavaScript)
- **Tools:** Excel, PowerPoint, Git, PostgreSQL, Postman, Docker, Selenium
- **Platforms:** Windows, RPi, Arduino, GitHub, AWS, VS Code, PyCharm, Jupyter
- **Dev. Practices:** Code Quality, Debugging, SDLC, Agile Env., Stakeholder Management

### PROFESSIONAL EXPERIENCE

#### Embedded System Engineer | Universum Venture Sdn. Bhd. (Sept 2019 – Dec 2023)

- Architected full-stack data integration, connecting real-time diagnostics via local PostgreSQL and AWS Cloud databases, improving system monitoring and operational reliability.
- Engineered a commercial Smart Locker System from the ground up, leveraging embedded C++/Python for core system control, logic and performance optimisation.
- Designed and developed Kivy-based touchscreen GUIs, enhancing user experience and simplifying administrative workflows for parcel/luggage locker operations.
- Specialised in low-level programming and hardware integration; coordinated full hardware and software deployment at REXKL, Kuala Lumpur, ensuring optimal performance and system reliability.

#### Operations & E-commerce Manager | Universum Venture Sdn. Bhd. (Jan 2024 – Dec 2025)

- Optimised multi-channel e-commerce operations (Shopify, Shopee, TikTok), oversaw product catalogue, digital strategy and order fulfillment to expand market presence.
- Enhanced business scalability by improving product operations, fulfillment logistics and resolving customer-facing issues to maintain high service standards.
- Managed client operations, standardised administrative documentation and strengthened client relationships for long-term retention.

### EDUCATION

- University of Technology, Sydney - B.Eng (Electrical) / B.MedSci | Dip. Eng. Practice | 2011-2017
- UTS College, Sydney - Diploma of Engineering and Science | 2010-2011
- University of New South Wales, Sydney - Foundation Studies, Physical Science | 2009-2010