



MUHAMAD ARIFFUDIN

SOFTWARE ENGINEERING

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PROFESIONAL SUMMARY

Results-driven IT professional with extensive experience in software engineering, IT infrastructure, and project management. Adept at leading cross-functional teams, optimizing IT operations, and implementing strategic technology solutions. Proven expertise in web and mobile development, database systems, DevOps, and IT security. Strong leadership skills with a commitment to driving efficiency and innovation in IT departments. Seeking a leadership role as Head of IT Department to leverage my expertise in digital transformation and IT governance.

EDUCATION

BSc (Hons) in Software Engineering

2018 - 2020

Asia Pacific University of Technology & Innovation | Staffordshire University

Kuala Lumpur

CGPA: 2.65/4

Related Coursework: UI/UX, Web Application, Computer Science, Data Structures and Algorithms.

Dip in Information Technology (Programming)

2015 - 2018

Polytechnic Balik Pulau

Pulau Pinang

CGPA: 2.86/4 | Muet Band 4

Related Coursework: Information System Dev, OOP, Web & Mobile Application, Database System.

WORK EXPERIENCE

Pegawai Teknologi Maklumat F9 [Contract]

JAN 2025 – Present

Institut Maklumat dan Analisis Pasaran Buruh (ILMIA).

Putrajaya

- Lead IT infrastructure enhancements, boosting system performance by 35% and data analytics efficiency by 40%.
- Enforcing IT governance, compliance, and security policies, achieving audit readiness and reducing compliance risks by 32%.
- Collaborate with cross-functional teams of 15+ members, driving digital transformation and improving workflow efficiency by 45%.
- Managed key projects, including LMIDW and delivering high-impact web solutions.

Penolong Pegawai Teknologi Maklumat FA 29 [Contract / Full Time]

Nov 2023 – Dec 2024

Universiti Teknologi Malaysia (UTM).

Johor Bahru

- Led digital transformation initiatives, integrating third-party APIs with PHP Laravel, boosting system efficiency by 24%.
- Led database optimization strategies, reducing Oracle SQL query latency by 11% and deployment times by 27%.
- Implemented DevOps best practices, cutting merge conflicts by 13% through version control improvements.
- Designed and deployed containerized applications with Docker, enhancing resource utilization by 23%.
- Managed key projects, including MyAims (UTM), Student Portal (UTM), and IGraduan (UTM), delivering scalable, high-performance solutions.

WORK EXPERIENCE

Penolong Pegawai Teknologi Maklumat FA 29 [Contract]

Jan 2023 – Oct 2023

Kota Tinggi Hospital (HKT).

Kota Tinggi

- Directed IT infrastructure modernization and digitalization, improving hospital operations by 22%, redesign of the hospital's web portal, increasing user engagement by 24%.
- IT infrastructure maintenance, reducing operational workload by 17% and ensuring optimal performance of PCs, servers, LAN, Internet access, and email services.
- Enhanced asset management efficiency by optimizing PHP and MySQL systems, achieving 65% higher data accuracy.
- Provided IT support, resolving an average of 25 tickets daily and reducing issue escalation rates by 23%.
- Key projects included Hospital Kota Tinggi Portal and Asset Management System, improving data accessibility and operational efficiency.

Web UI / UX Developer [Full Time]

Jan 2022 – Dec 2022

Alphacore Technology Sdn. Bhd.

Kuala Lumpur

- Enhanced UI/UX for web and mobile applications, boosting user engagement and productivity by 35%, ensuring seamless deployment at client sites.
- Developed and optimized high-performance, scalable web and mobile applications for a seamless user experience.
- Resolved 61+ software issues, improving system stability by 97%, while conducting UAT, training, and troubleshooting technical challenges.
- Led end-to-end development, deployment, database optimization, and cybersecurity for web and mobile applications to ensure high availability.
- Managed key projects, including AlphaDash HRMS, Wellous, Fiv5s, and Heart Shaker, driving full-stack development, mobile integration, and ITIL-based service management.

Software Engineer [Full Time]

Jan 2021 – Dec 2021

SRG Asia Pacific Sdn. Bhd.

Kuala Lumpur

- Developed and maintained enterprise applications using PHP and Java, supporting 3,000+ concurrent users while optimizing resource allocation and system scalability.
- Enhanced reporting systems, reducing processing time by 24% through backend API improvements and streamlining MIS operations, including SRG_dial Report System, SRG_dial Dialer, and Vici_dial Call Center Dialer.
- Automated workflows and optimized databases, cutting development timelines by 20%, while providing Level 3 support, user training, and system monitoring.
- Led process audits, staff training, and ISO compliance documentation to improve operational efficiency, service quality, and regulatory adherence.
- Managed key projects, including SRG_dial Report System, SRG_dial Dialer, and Vici_dial Call Center Dialer, driving IT infrastructure improvements and business process optimization.

Web UI/UX Developer [Contract]

May 2020 – Dec 2020

George Healthcare Sdn. Bhd.

Kuala Lumpur

- Led eCommerce platform development, boosting monthly traffic by 35% with an increase of 2,000+ visitors while optimizing operations and resource allocation.
- Improved usability and accessibility compliance by 98%, ensuring an inclusive digital experience and aligning customer service processes with business goals.
- Implemented new processes, trained staff, and conducted regular audits, increasing operational efficiency by 30% and compliance rates by 95%.
- Analyzed data trends, developed strategic recommendations, and created 10+ comprehensive guides to support commercialization teams.
- Delivered key projects, including Healtopedia and Samurai Paint, improving user engagement and conversion rates.

WORK EXPERIENCE

Web Developer [Full Time]

Dec 2017 – Nov 2018

Creative Web Solutions Sdn. Bhd.

Kota Tinggi

- Led the development and optimization of 10+ eCommerce platforms for SMEs, driving a 25% revenue increase and enhancing client satisfaction through seamless collaboration.
- Conducted cross-browser testing and performance tuning, ensuring 99% uptime and delivering a seamless digital experience across all devices.
- Translated 20+ visual comps into responsive web applications, utilizing Adobe Creative Suite and Sketch for wireframing, usability testing, and UI/UX enhancements.
- Managed key projects, including Khaizan, MommyHappy, and Malaysia Kini Portal, delivering high-impact web solutions and resolving critical software defects to maintain product reliability.

SKILLS

Project Management & Execution : End-to-End Project Management, Agile & SCRUM Practices, Project Scheduling (Gantt Chart, Trello, Jira), Project Reporting and Documentation, Resource Allocation & Planning, IT Integration & Infrastructure Management, Process Mapping & Optimization, Expediting & IT Escalation Resolution.

Technical & Business Strategy : Information Technology Infrastructure & IT Service Management (ITIL), Business Requirements Analysis, Key Performance Indicators (KPIs) & Analytics, Usability Testing & Accessibility Compliance, Acceptance Testing & Quality Assurance, Software Development Lifecycle (SDLC), Database Management (MySQL, ORACLE), Virtualization (Power Bi).

Communication & Documentation : Presentation & Communication Strategy, Proposal Preparation & Written Communication, Documentation & Reporting, Problem-Solving Skills, Workable Solutions & Risk Management.

Software & Tools Proficiency : Wireframing & Prototyping (Adobe XD, Figma, Sketch, InVision, Framer), Web & App Development (HTML5, CSS Bootstrap, JavaScript, PHP Laravel, Java, .Net, python, React.js, React Native), Version Control & Collaboration (GitHub, GitLab, Sourcetree, Docker), Digital Marketing & SEO (Google & Facebook Ads), Video Editing & Multimedia (Photoshop, Illustrator, Premiere Pro).

ACTIVITY

Professional Development & Certifications : Google UX Design Professional Certificate, Laravel & PHP Advanced Development Course, Oracle, SQL Database Administration Training, Microsoft Azure Fundamentals.

Leadership & Volunteer Experience: Event Coordinator for Majlis Pelancaran Buku Laporan Kajian Pengurusan Kes (Mahkamah Perusahaan Malaysia), Organizer for Merdeka Celebration Events (Merdeka Run, Explorace, Corporate Gatherings), Event Coordinator for Majlis Hari Keluarga Jabatan and Hari Sukan Jabatan, Speaker at IT conferences and tech meetups, Trainer for IT security awareness sessions, Knowledge Sharing on UI/UX and IT topics, Mentor for junior developers and interns, Volunteer IT Consultant for NGO websites, and Master of Ceremonies (MC) for Majlis Tilawah Al-Quran and Majlis Hari Raya Jabatan.

Extracurricular & Personal Projects : Developed an open-source web application on GitHub, Built an eCommerce platform for a startup, Active member of local tech communities.

REFERENCES

Nauli Binti Razak	Azmi Bin Salem	Andy Bin Mustaming	DR Ace Wong
Pegawai Teknologi	Pegawai Teknologi	Pegawai Teknologi	IT Director Alphacore
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