

MUHAMMAD NAUFAL BIN SYED NAZIR

SOFTWARE SPECIALIST

Seksyen 12, 40100 Shah Alam, Selangor | mn232098@gmail.com

SUMMARY

A software specialist, front-end developer and project manager that possesses a diverse set of technical skills, along with a proven track record of designing, implementing, and maintaining IT systems. I am a self-starter who thrives in dynamic, fast-paced environments, and I have a passion for staying up-to-date with the latest trends and technologies in the IT industry.

TECHNICAL SKILLS

HTML, CSS and JavaScript	SQL	Project Management
ReactJS	Java	IT Support
Laravel	UI/UX Design	WordPress

PROFESSIONAL EXPERIENCE

Software Support Specialist, Info-Tech Systems Integrators Pte Ltd **May 2023 - Present**

Requirement Gathering & Coordination:

- Serve as the bridge between customers and developers.
- Conduct meetings with clients to understand and refine their requirements.
- Document customer requirements and communicate them effectively to the development team.

Customer Support & Relationship Management:

- Handle support tickets and customer inquiries via email, providing timely and effective solutions.
- Build strong relationships with customers through calls, system implementations, and review meetings.

UI/UX Design & System Enhancements:

- Propose UI/UX improvements to enhance the end-user experience.
- Manage system enhancement projects and coordinate with the responsible teams.

On-Premise System Support:

- Execute patch updates for customers with on-premise server installations.
- Conduct remote troubleshooting sessions with on-premise customers to resolve technical issues.

System Implementation:

- Conduct system implementation sessions with customers to ensure a smooth onboarding process.

Team Training & Mentorship:

- Act as a Subject Matter Expert (SME) for system functionalities.
- Provide training and coaching to junior team members.
- Lead brainstorming sessions on effective ways to explain system functionalities to customers.

IT System Engineer, Mekanika Kuantum Sdn Bhd **Feb 2023 - Apr 2023**

- Design and implement enterprise-level IT systems, including servers, storage systems, virtualization technologies, and networking solutions.
- Monitor and maintain clients' servers and systems through the company's helpdesk support system.
- Troubleshoot complex issues and provide timely resolutions to minimize downtime and maintain system uptime.
- Develop and maintain documentation related to system configuration, processes, and procedures.

Software Engineer Intern, KK Supermart and Superstore Sdn Bhd.**Aug 2022 - Jan 2023**

- Monitored the company's Information System Management and captured important sets of data which can improve company sales.
- Performed extensive R&D to find ways to improve company's current web-based system using PHP and company's PDA android system using Java.
- Developed mobile application and other systems to enhance connection transparency between the outlets and our headquarters.

EDUCATION**Bachelor's Degree in Computer Science (Software Engineering) with Hons.****Sep 2018 - Aug 2022**

University Malaysia Pahang (UMP)

COURSES**Introduction to Front End Development****June 2024**

META

Programming with JavaScript**Aug 2024**

META

Version Control**Sep 2024**

META

HTML and CSS in Depth**Feb 2025**

META

MAJOR PROJECTS**Info-Tech HRMS ChatBot****June 2024**

HTML, CSS, JavaScript, Python

KKDM V1.0**Dec 2022**

Java, Android Studio

Final Year Project Management System**Nov 2021**

HTML, CSS, PHP, SQL, Laravel Framework

ADDITIONAL INFORMATION**Languages:** English, Malay, Tamil.**Major Participations:** Project Lead - InfoTech HRMS ChatBot (2024), Project Manager - Mobile Legends Tournament (2020), Project Manager - Malam Pesta Cahaya (2019)**LinkedIn:** www.linkedin.com/in/muhammad-naufal-bin-syed-nazir-b4a713238