Nashariyah Binte Shamsudin

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Holding a diploma in IT System & Network with self-taught artistic values, offering a solid technology foundation and creativity within the artistic field. Excels in teamwork, and creative-thinking, boosting company performance and customer satisfaction.

Education

Diploma in Digital Design and Development · Republic Polytechnic · 2024-2027
Major: Information Technology

Diploma in IT System & Network · Institute of Technical Education (East) · 2022-2024
Major: Technology

Skills

Technical :
Programming Languages . Testing & Quality Assurance . Web Development Technologies . Prototyping

Soft Skills :
Collaboration . Customer Service . Negotiation . Empathy . Communication . Active Listening . Adaptability

Creative :
Design Thinking . Fine Arts (Painting, Sculpture, Drawing, Etc.) . Illustration . Photography . Video Editing . Videography . Visualization

Organizational :
Follow-Up . Planning . Time Management . Organizational

Work Experiences

Sales Associate · H&M (Nex Serangoon, Singapore)   Jul 2025 - Present

- Maintained a welcoming store atmosphere by organizing merchandise displays and ensuring cleanliness, leading to improved customer satisfaction scores and repeat visits
- Promoted ongoing sales campaigns, effectively advertising discounts of up to 70% off original prices, bumping sales daily.

Sales Associate · Cotton On Group (Paya Lebar Square, Singapore)   Nov 2023 - Jul 2025

- Collaborated with team members to share best practices and product knowledge, enhancing overall team performance and fostering a supportive work environment
- Proactively encouraging customer participation in our donation drive to support the educational initiatives for children in Africa
- Implemented visual merchandising strategies to create an inviting store atmosphere, increasing foot traffic within the outlet

Customer Service · Starshield (38 Jln Pemimpin, Singapore 577178)   Mar 2023 - Sep 2023

- Assisted customers in processing broken product returns,1-to-1 exchanges, documenting repair statements, and providing estimated repair costs.
- Managed inbound customer inquiries via phone calls, resolving issues and attending to customer needs efficiently
- Organized repaired products in the inventory for quick retrieval, streamlining the process and reducing wait time for customers collecting their items.
- Coordinated with technical services to obtain timely updates on repairs, ensuring customers received accurate information and reducing delays in follow-up inquiries.

Projects

VR Game Development   May 2025 - Jul 2025
- Designed and developed an immersive VR puzzle game using Unity, enhancing user engagement through interactive gameplay mechanics.
- Conceptualized a school-ground inspired escape room, implementing a variety of challenging puzzles that increased player retention and satisfaction.

Web Development   Jul 2025 - Jul 2025
- Developed a user-friendly hotel booking website, enabling hotel reservations for users in Singapore.
- Implemented an admin dashboard that allows editing and deletion of hotel listings, which is reflective on user dashboard
- Designed and integrated user profile management features on user dashboard, users allowed to update their personal information and booking history.
- Collaborated effectively with team members using GitHub for a smooth synchronization of code updates and fostering a productive group project environment.

Languages

English (Native) · Malay (Conversational)