



## Mohd Rudzainy bin Abdul Rahman

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📍 Kuala Lumpur, Malaysia

*“Solving real world problems using data, technology and empathy.”*

## SKILLS

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### Core

#### Human-Computer Interface & User Experience Design

Requirement gathering, research, wireframing, interaction & interface design, prototyping, user journey, user testing.

Tools: Figma, Adobe XD, Invision, Sketch, Adobe Illustrator, Adobe Photoshop.

### Supporting

#### Web & Mobile Development

Frontend & full stack web app, hybrid native mobile app.

Tools: HTML, CSS (Bootstrap), Ruby (Ruby on Rails, Jekyll, Discourse), JavaScript (StimulusJS, ReactJS, NextJS, ExpressJS), Wordpress.

#### Information Technology & Multimedia

Internet & digital technology, text, image, audio, video & animation.

Tools: Adobe suites, mobile photography.

## REFERENCES

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### Vigneswaren Krishnamoorthy

Head of Data Science and AI at Ace Resources Advisory Services | Kuala Lumpur, Malaysia.

Worked closely together in multiple projects at Ace Resources Advisory Services.

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### Mufhim Anees

UX Manager at Dell | Cyberjaya, Malaysia.

Worked together at DXC Technology and other side projects after that.

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### Muhammad Faris Roslan

Senior Ruby on Rails Developer | Selangor, Malaysia.


Worked together at Next Academy and other side projects after that.

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## Muhammad Amir Zaidi

Senior UX Designer at Ace Resources Advisory Services | Kuala Lumpur, Malaysia.

Worked together at Ace Resources Advisory Services.

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## EXPERIENCE


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### EMPLOYMENT

#### Summary

(Cumulative years)

 **Information Technology & Web Development:**  
7 years 3 months

 **Education:**  
6 years 8 months

 **Enterprise Environments:**  
5 years 6 months

 **SME / Startup Environments:**  
4 years 10 months

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Jun 2024 – Nov 2024

(6 months)

(Full time contract term)

#### Digital Product Owner

Maxis Broadband | Kuala Lumpur, Malaysia

Short term position to relieve a staff member who was going on maternity leave.

- Develop and maintain a product roadmap for Q3 and Q4 2024.
- Collaborate with various stakeholders to gather requirements and ensure alignment with business goals.
- Create, maintain, and prioritize the product backlog to ensure that the development team is always working on the most valuable tasks.
- Write user stories, acceptance criteria, and requirements.
- Work closely with the QA testers, UX/UI designers and development team to clarify requirements and remove obstacles to ensure timely delivery of features.
- Conduct user research, gather feedback and iterate on designs before development begins.
- Analyze product performance using analytics tools and data to make informed decisions about product enhancements and features.
- Collaborate with business teams to develop and execute go-to-market strategies for new product launches.
- Work to resolve customer issues and ensure a high level of customer satisfaction.
- Regularly update stakeholders on product progress, upcoming features, and any challenges faced.

Aug 2022 – Dec 2023

(1 year 4 months)

(Term hire)

## Platform Designer

Ace Resource Advisory Services | Kuala Lumpur, Malaysia

Work in a UX team of 6 designers which supports multiple business groups under one holding corporation.

- Assigned to a business group specialising in palm oil production.
- Participated in requirement gathering workshops for 4 different projects.
- Delivered 4 Figma prototypes for projects.
  - Proof of concept mobile & web app for grading fresh fruit bunch.
  - Web & mobile app for monitoring tree health using multispectral imaging.
  - Web & mobile app for palm oil seed production.
  - Web & mobile app for R&D activities.
- Left early from my 2-year contract to find a more flexible working environment.

Jan 2021 – Mar 2021

(3 months)

## UI/UX Developer

Affin Bank | Kuala Lumpur, Malaysia

Plan and manage Affin Group web consolidation project.

- Managed a junior UX designer who was handling multiple projects.
- Planned and executed UX workshops for all stakeholder levels for the digitalisation of Affin Bank's services.
- Participate and provide feedback for vendor's solution presentations.
- Decided not to proceed after probation due to work culture mismatch.

Jul 2020 – Aug 2020

(2 months)

## Senior Frontend Engineer

Kaodim | Selangor, Malaysia

Maintain and build new features in the existing system.

- Technology stack: Ruby on Rails, ReactJS, SCSS.
- Decided to leave to take care of my then sick father.

Jun 2019 – Feb 2020

(9 months)

## UI/UX Designer

Rev Asia | Selangor, Malaysia

Redesign says.com from the ground up.

- UX research on how to optimise reader's and writer's experiences for news portals.
- Revamp says.com UI.
- Research on optimising workflow for the tech team across multiple news portals.
- Left after being called back by the UI/UX team in DXC Technology. Unfortunately the pandemic situation then has caused all new hirings to be frozen.

May 2018 – May 2019

(1 year 1 month)

## UI/UX Designer

DXC Technology | Selangor, Malaysia

- Reports directly to the Director of Engineering / Automation.
- Design UI/UX for SAAS-like applications based on user stories provided by BAs.
- Design and build concepts for marketing pages.
- Get feedback from stakeholders from different regions of the world.
- Left due to contract not getting renewed due to internal restructuring.

Oct 2017 – Mar 2018  
(6 months)

### **IT Manager (acting Chief Technical Officer)**

Pacific Trustees Berhad | Kuala Lumpur, Malaysia

Temporary position to help a friend manage a job listing app that I built for his company.

- Manage the IT department for the group of companies which includes one senior and one junior IT executive.
- Managed business disaster recovery plan.
  - Liaise with service providers and present solutions directly to the Board of Directors.
  - Successfully planned and executed a disaster recovery drill.
- Worked with other departments on IT related matters.

Oct 2015 - Oct 2017  
(2 years 1 month)

### **Front End Web Developer / Programming Bootcamp Mentor**

NEXT Academy | Kuala Lumpur, Malaysia

Mentor:

- Mentor students for a 9-week bootcamp.
- Topics covered in the boot camp includes Ruby, ActiveRecord, Basic HTML & CSS, Basic JavaScript, Sinatra framework and Ruby on Rails framework.
- Have mentored a total of 14 intakes.
- Main tasks was to assist students with their assignments throughout the 9-weeks bootcamp as well as giving lectures, doing class revisions, reviewing student assessments and other classroom related tasks.
- Assist other departments on company activities such as live events and other marketing programmes.

Front End Web Developer

- Develop and maintain in-house web applications for Next Academy.
- Daily tasks include building new features, review pull requests and bug fixes.
- Take away from the experience: Working in a team to build and maintain a Ruby on Rails apps, ReactJS framework, building and working with various APIs.

Aug 2012 - Jul 2014  
(2 years)

### **Lecturer**

Universiti Tenaga Nasional | Selangor, Malaysia

- Lecturing for diploma and foundation classes.
- Course subjects include Introduction to C Programming, Web Programming, Introduction to Computer, Basic Computing Skills, and Multimedia subjects.
- Develop a new diploma programme in multimedia for accreditation submission.
- Supervise and coordinate student activities as well as university programs.

Dec 2009 - Jul 2012  
(2 years 7 months)

### **HRA / Business Development Executive**

Malaysia Maritime Association | Selangor, Malaysia

- Worked in a project management team to build a maritime academy in Seri Manjung, Perak and in Rawang, Selangor from the ground up.
- Coordinate with property developers and the Fire and Rescue Department (Bomba) to secure premises for leasing and obtain safety certifications necessary for operating a learning centre with accommodation.
- Assisted in the development of syllabus for a basic seamanship programme.
- Liaise with officials from the Marine Department of Malaysia for accreditations, reporting and other official businesses.
- Manage day-to-day operations of the academy.
- Plan, supervise and coordinate student activities.

Sep 2009 - Dec 2009  
 (4 month)  
 (Part time contract term)

## **L1 Technical Helpdesk Specialist**

Jones Lang LaSalle Technology Service Center | Selangor, Malaysia

- Main role was to be the first point of contact for users experiencing technical issues, including software, hardware, network, or system-related problems.
- Supported mainly India and Australia users, as well as users from Singapore, New Zealand and Hong Kong.
- Diagnose and resolve technical issues which involved guiding users through step-by-step solutions over the phone, using remote desktop tools to access their systems, or escalating issues to higher-level support teams when necessary.
- Document all technical support interactions, including the nature of the issue, troubleshooting steps taken, and resolutions provided..
- Resigned from the role to join a project management opportunity.

Aug 2008 - Aug 2009  
 (1 year 1 month)

## **Web / Graphic Designer**

Teras Solutions Sdn Bhd | Selangor, Malaysia

- Rebranding the company's corporate image.
- Involved in most of the company's web portal projects as the lead designer.
- Involved in conducting and facilitating training on web design using Joomla! 1.5.

Aug 2007 - Dec 2007  
 (5 months)

## **Web Designer (Practical Training)**

MSC Management Services Sdn Bhd | Selangor, Malaysia

Involved exclusively in the design phase for the development of Seri Malaysia Hotels web portal. The site has since been revamped.

Jan 2005 - Mar 2005  
 (3 months)

## **General Factory Worker**

Asahi Kosai | Selangor, Malaysia

Worked part time at a factory while waiting for my STPM result.  
Key takeaway: Learned the principle of Kaizen.

Jan 2003 - Mar 2003  
 (3 months)

## **Crew**

McDonald's (Golden Arches Sdn Bhd) | Selangor, Malaysia

Worked part time as floor and kitchen crew while waiting for SPM my result.  
Key takeaway: "Clean as you go".

## **OTHERS**

Sep 2015 - present

## **Freelance Digital & Multimedia Consultant**

[rudzainy.my](http://rudzainy.my) | Malaysia

Providing a comprehensive range of services tailored to meet the diverse needs of clients across various industries.

- Services spans digital marketing strategies, multimedia content creation, graphic design, video production, and website development.

Mar 2023 - present

### **Full Stack Developer & Product Designer**

Gugel.my (Software as a Service) | Malaysia

Plan, design and build a link management app.

- Tech stack: Ruby on Rails 7, Bootstrap 5.

- Active project: <https://www.gugel.my>

Sep 2013 - Feb 2021

### **Full Stack Developer & Product Designer**

Hoojah.my (Software as a Service) | Malaysia

Plan, design and build a debating app.

- Tech stack: Ruby on Rails 6, ReactJS, Bootstrap 4.

- The project has been archived.

- Writeup: <https://www.behance.net/gallery/175206951/Hoojah>

Nov 2018 - Mar 2019

### **Stage Manager**

SudirMANIA (Indie Musical Theatre Production) | Selangor, Malaysia

Responsible for ensuring that all elements of the production come together seamlessly for the show.

- Worked closely with the director, designers, and production team during pre-production planning stage to understand the vision for the show and assist in creating a production schedule.

- Scheduling and running rehearsals, ensuring actors are on time and prepared, coordinating with the director to facilitate the creative process, and keeping detailed notes on blocking, cues, and technical requirements.

- Served as a central point of communication between all members of the production team, including designers, crew, and performers.

- Keeping accurate records of all aspects of the production, including rehearsal schedules, blocking diagrams, and technical cue sheets.

- Resigned from position mid-production due to constraints during the pandemic.

Aug 2018 - Oct 2018

### **Director, Co-Writer & Producer**

Orang Kasar (Indie Theatre Production) | Selangor, Malaysia

Directed, co-write and produced an indie theatre play for directing class at Revolution Stage.

- "Orang Kasar" is an adaptation of a play written by Anton Checkov (The Bear).

- The production ran for 5 days with a total of 7 shows.

- Directed 2 main cast and 3 supporting cast members.

- Involved in the end-to-end production process.

Apr 2017 - Jun 2017

### **Volunteer Teacher**

Fugeeschool | Selangor, Malaysia

Volunteered to teach Introduction to the Internet and the basics of how websites work.

Sept 2005 - Aug 2015

## **Freelance Designer & Digital Print Management Consultant**

Trimediam Enterprise | Selangor, Malaysia

Design and manage digital designs for web and print.



## **EDUCATION**

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2005 - 2009

### **Bc. (Hons) Information Technology (Multimedia Studies)**

Universiti Kebangsaan Malaysia (UKM)

2015

### **Full Stack Ruby on Rails Web Development Bootcamp**

Next Academy

You can find my latest portfolio at

[www.rudzainy.my](http://www.rudzainy.my)