

MUHAMMAD SHAFEEQ BIN ABDUL TALIB

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A multilingual professional with a Master's Degree and a strong foundation in technology. Fluent in 5+ languages and proficient in programming, I have recently completed a Specialist Diploma in Cybersecurity Practice. Passionate about safeguarding digital assets, I am eager to leverage my diverse skill set to contribute to a secure digital world. Seeking opportunities to apply my cybersecurity expertise and drive innovative solutions.

PROFESSIONAL EXPERIENCE

2023 – Present: Visa Worldwide Pte Ltd – **Major Incident Manager**

- Managed technology incidents impacting Visa and its Vendor/Client group businesses
- Hosted daily calls with various departments within Visa for priority updates and significant changes
- Owned end-to-end resolution of major incidents, minimising service downtime
- Collaborated with cross-functional teams to facilitate incident determination, recovery, and resolution
- Ensured compliance with incident and problem management processes
- Escalation of critical and unresolved Incidents to appropriate levels of management
- Created a Python script to automate task and streamline process

2022 – 2023: TransPerfect – **Language Data Analyst** – Siri, AI/ML, Apple Singapore

- Successfully trained Siri to effectively manage user requests, ensuring appropriate and accurate responses for a seamless user experience
- Implemented Extended Speech Assessment Methods (XSAMPA) to enhance Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) data, ensuring improved accuracy and quality
- Expanded YAML templates to accommodate diverse scenarios, enhancing the adaptability of the language model
- Conducted annotation of real user utterances and classification based on a unified ontology framework, contributing to a refined understanding of user interactions
- Localised existing templates and generated fresh data to optimise the performance of the voice assistant in English – Singapore (EN-SG), improving natural language processing capabilities

2022 – 2022: Genpact – **DevOps Policy, Compliance Agent** – Meta Singapore

- Assessed workflow related requests in accordance with the Developer Operations Policy Compliance Guidelines
- Moderated contents and took appropriate action against non-compliant activities and evaluated appeals from developers
- Investigated, reviewed and resolved problems identified (e.g. spam/abusive contents) within agreed turnaround times and standards of quality

EDUCATIONAL BACKGROUND

2023 – 2024: Ngee Ann Polytechnic – **Specialist Diploma in Cybersecurity Practice (SDCP)**

- Trained in foundational cloud and server administration, and IT networking skills
- Trained in core offensive and defensive skills such as vulnerability assessment and penetration testing, digital forensics investigation, cyber incident handling and response, and cyber governance, risk, and compliance
- Demonstrated Cybersecurity expertise through a capstone project (available [here](#)) encompassing various cybersecurity

2021 – 2022: Nanyang Technological University – **Master of Science (MSc) in Asian Studies**

- Focus: International Human Rights Law, Comparative Politics, Policy, Security, Counterterrorism, Religion
- CSRP Certified (Comparative Study of Religions in Plural Societies)

2014 – 2018: Al-Azhar University (*Cairo, Egypt*) – **Bachelor of Arts (BA) in Islamic Theology**

- Graduated with a cumulative percentage of 75.16%
- Attained the university award for excellence in studies ('14 / '15) – 8 modules > 90%
- Member of the Multimedia Team of PERKEMAS (The Singapore Students Welfare Assembly in Cairo, Egypt)

TECHNICAL PROFICIENCY

Apache (Elementary), **AWS** (Elementary), **Certified Ethical Hacker**, **Computational Linguistics – IPA & XSampa** (Elementary), **CSS3** (Proficient), **HTML5** (Proficient), **JavaScript** (Intermediate), **Markdown** (Intermediate), **MariaDB** (Elementary), **PHP** (Intermediate), **Python** (Elementary)

LANGUAGE PROFICIENCY

English (IELTS - Band 7.5), **Malay** ('O' Level - A2), **Arabic** ('A' Level - A1), **Bahasa Indonesia** (Fluent), **Egyptian Arabic** (Professional Working Proficiency), **Mandarin** (Elementary Proficiency), **German** (Elementary Proficiency)