MUHAMMAD SHAFEEQ BIN ABDUL TALIB

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A multilingual technology professional with a Master's Degree, fluent in 5+ languages and equipped with foundational programming and IT skills. I have experience developing tools to streamline processes, driven by a passion for efficiency and improvement in technology environments. Recently awarded the CEH certification and pursuing CompTIA's Security+, I also hold a Specialist Diploma in Cybersecurity Practice. I am eager to contribute my technical expertise and innovative mindset to support and optimise IT operations across diverse industries.

PROFESSIONAL EXPERIENCE

2023 – Present: Visa Worldwide Pte Ltd – Associate Systems Analyst – Major Incident Management

- Hosted daily calls with various departments within Visa for priority updates and significant changes
- Involved in the end-to-end incident management process for major incidents impacting Visa and its Vendor/Client groups, minimizing service downtime
- Coordinated response teams for incidents involving cyber attacks (e.g., DDoS), software issues, and hardware changes, ensuring efficient resolution through proper escalation and communication.
- Ensured compliance with incident and problem management processes
- Escalation of critical and unresolved Incidents to appropriate levels of management
- Developed a Python script to automate tasks and streamline work processes
- Refined internal Everbridge data to improve accuracy and enhance incident response outcomes
- Managed the creation and configuration of incident bridges, collaborating closely with application owners to ensure accurate setup
- Headed dry runs to test functionality and provided training to application owners and key stakeholders on use and features when joining incident bridges

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 (CEH)**, **Computational Linguistics – IPA & XSampa** (Elementary), **CSS3** (Proficient), **Everbridge** (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)