

SYAHMI MOKHTAR, CUSTOMER SERVICE / USER SUPPORT

Seri Kembangan, Selangor , Malaysia , 601161680995, syahmiez96@gmail.com

www.linkedin.com/in/syahmimokhtar

PROFILE

Customer Service Advisor with a background in software development and administrative support. Experienced in documentation, problem-solving, and simplifying technical issues, while delivering clear, empathetic, and professional assistance to customers.

WORK EXPERIENCE

CUSTOMER SERVICE SPECIALIST , OVER MALAYSIA

Sept 2025 - Present

- Resolve customer related enquiries regarding to sports water bottles and accessories across multiple seller platforms like Shopee, Lazada, TikTok, WhatsApp, Meta and email enquiries.
- Analyzed and grouped customer-reported product issues to identify key improvements weekly basis.
- Validate and process item replacement and exchange/return requests based on company policies.
- Maintained a high Chat Response Rating on Shopee towards 100% contributing preferred seller status.
- Resolved 100–500 backdated user enquiries spanning 2020–2025, ensuring timely record updates.
- Maintained operations sheets in a standardized format with clean data and correct SKUs.
- Established knowledge base documents, including FAQs and guidelines, ensuring quality references.
- Learned and applied DHL shipment creation process for handling customer orders and returns.
- Experienced in using SiteGiant and Shopify to manage and track orders efficiently.

CUSTOMER SERVICE ADVISOR , CONCENTRIX CORPORATION

May 2025 - Sept 2025

- Supported Singapore customers via live chat for a leading food, grocery, and express delivery platform.
- Managed email responses and performed outbound calls based on required scenarios.
- Processed 1,000+ customer support tickets using Microsoft CRM tools.
- Monitored and flagged suspicious user behaviour related to policy abuse.
- Handled customer issues escalated from failed chatbot interactions broviding personalized support.
- Successfully completed mandatory call centre live support and customer service training, earning certification.

SOFTWARE DEVELOPER / USER SUPPORT , MIMOS BERHAD

Oct 2019 - Jan 2023

- Revamped website pages for a MIMOS technology with a responsive and user-friendly UI.
- Authored user-friendly manuals and guides in both English and Malay to support non-technical users.
- Collaborated with business analysts to design user-centric wireframes and workflows using design softwares.
- Developed 3 large-scale web systems for government agencies (JAIS, KEMAS , MATRADE).
- Conducted unit testing and resolved bugs based on client feedback to improve software usability.

INTERN , ASTRO GOSHOP

Feb 2019 - Aug 2019

- Contributed to minor enhancements of internal web systems before transitioning to larger-scale projects.
- Observed and understood the end-to-end customer service support workflow in a live support environment.
- Developed a bulk order upload feature by integrating Excel le processing into the web ordering system.

SKILLS

Customer Service & Communication

Customer Service, User Support, Communication, Multitasking, Support Tickets, Problem Solving, CRM System, Facebook Marketplace, Verbal Communication, User Guides, Documentation, Shopee, Lazada, Tiktok, WhatsApp, Meta, Email Enquiries

Tools & Tech Knowledge

Google Products, Microsoft Office, PowerPoint, Word, Excel, Visio, Microsoft Dynamics 365, Sitegiant, Shopify, Adobe Premiere Pro, Adobe Illustrator, TikTok Live Studio, Tikfinity, Axure RP, Figma, Justinmind, Wix, Canva, RAMCO, Workday, DHL Shipment Creation, SLACK, Microsoft Teams

Technical & IT Support

HTML, JavaScript, CSS, Tailwind CSS, PHP, React, Next.js, JQuery, MySQL, User Acceptance Testing (UAT), Technical Documentation, IEEE standards, PostgreSQL

EDUCATION

- Universiti Putra Malaysia - Bachelor of Software Engineering CGPA: 3.717 Aug 2015 - Nov 2019
- Universiti Putra Malaysia - Foundation in Agricultural Science CGPA: 3.215 June 2014 - June 2015
- SMK Seri Serdang - Science Stream 6A 3B

AWARDS

- Dean's List Achieved Dean's List for 5 semesters. Jan 2019
- Vice Chancellor's Award Jan 2019
- Finalists for Innovate Malaysia Design Competition (IMDC 2018) Jan 2018

CERTIFICATES

EF SET English Certificate (C1 Advanced) Aug 2024

PUBLICATIONS

Published a research paper in International Journal of Engineering and Advanced Technology. (IJEAT) ISSN: 2249-8958 (Online), Volume-9 Issue-1, October, 2019.

REFERENCES

- Atiqah Zainal** Customer Service Trainer, Concentrix Cyberjaya, Jalan Teknokrat 5, Cyber 5, 63000 Cyberjaya, Selangor zairulatiqahz@gmail.com +601139165193
- Amru Yusrin** Staff Engineer, MyDigitalID 57000 Kuala Lumpur, Malaysia +6013-2085373 (Ex-Reporting Supervisor - MIMOS BERHAD)
- Syazani Husin** Technical Analyst, Global Market & Market Risk, Delivery & Operations Global Banking, Maybank Shared Services, Group Technology and Digital, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur, Malaysia syazani.hussin@maybank.com +60173852095 (Ex-Colleague - MIMOS BERHAD)