

SYAHMI MOKHTAR



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ABOUT ME

Former software developer with three years of experience, now exploring customer service and IT support. Skilled in problem-solving, technical communication, and assisting users. Adaptable and eager to apply my tech knowledge and customer-focused approach in new opportunities.

WORK EXPERIENCE

FREELANCE WORK

March 2023 – Present

Took time off to care for a family member and focus on personal growth. During this period, I engaged in various activities to enhance my skills and knowledge:

- Produced promotional videos of food menus and posted it via social platforms for engagements.
- Provided part-time food delivery support for a family-run food business.
- Focused on building professional portfolio in IT field.
- Completed online courses in cryptocurrency , technical writing , web development , and software testing.
- Act as a supporting agent to my sister in growing her affiliate marketing efforts on TikTok and Shopee.
- Assisting my father with house decorations, transforming property into a functional and welcoming homestay.
- Achieved an English proficiency certificate from EFSET.org, demonstrating advanced language skills.
- Planning to design user-friendly interfaces for a web and mobile car rental application, contributing to its UI/UX development.

MIMOS BERHAD

October 2019 - January 2023

WEB DEVELOPER (MIMOS BERHAD)

- Revamped website pages for a MIMOS technology, 'Mi-Mash' with a responsive and user-friendly UI.
- Contributed to the development of three software systems for government agencies (KEMAS and JAIS) as part of the Government Online Service Gateway (GOSG) project.
- Authored comprehensive user guides and manuals tailored for non-technical users.
- Developed an online school application system for kindergarten student (age 6) under KEMAS.
- Developed an online school application system for primary (Standard 1) under JAIS.
- Developed an online school application system for kindergarten student (age 6) under JAIS.
- Collaborated with business analysts to create effective and user-centric system wireframes using Axure RP.
- Designed, developed, and tested a full-fledged human resource (HR) system to enhance work optimization in a government agency.
- Assisted testers and users and troubleshoot problems during User Acceptance Test regarding system testing.
- Performed unit testing on enhancements to ensure code quality before release.

ASTRO MALAYSIA HOLDINGS - ASTRO GOSHOP

February 2019 - July 2019

SOFTWARE DEVELOPER INTERN

- Learnt and exposed to the concepts of e-commerce in Astro Go Shop.
- Built a new feature for bulk upload orders by uploading excel files into the web system.
- Designed and developed brief documentation on business flows for cashback points, item returns/exchange and gift cards.
- Developed filter tags for product categories for Astro Go Shop Website.
- Performed unit testing on enhancements made before code release.

SKILLS

- Experience in producing deliverable documentation aligned with IEEE standards.
- Experience in creating user manuals in both Bahasa Malaysia and English for diverse audiences.
- Experience in dealing with customers.
- Proficiency in website wireframing using Axure RP, Justinmind, and Wix.
- Knowledge of software testing techniques, including Black Box Testing, Boundary Value Analysis (BVA), and Postman for API testing.
- Knowledge of modern web development technologies, including React, Next.js, Tailwind CSS, Material-UI, and React Bootstrap.
- Proficiency in core web development technologies: HTML, CSS, PHP, MySQL, and PostgreSQL.
- Experience with licensed JavaScript libraries, including Balkan App (Organization Chart component) and AmCharts (data visualization).
- Familiarity with design and editing tools, such as Adobe Illustrator and Adobe Premiere Pro.
- Proficiency in Microsoft Office tools, including Word, Excel, and Visio, for documentation and diagramming.

EDUCATION QUALIFICATIONS

- Bachelor of Software Engineering Universiti Putra Malaysia (UPM) -CGPA -3.717
- Foundation in Agricultural Sciebce Asasi Sains Pertanian UPM (ASPER) -CGPA- 3.264

LANGUAGE PROFICIENCY

- Malay : Speak and write excellently
- English : Speak and write understandably
- Arabic : Speak basic Arabic

ACHIEVEMENT & AWARDS

- Published a research paper in International Journal of Engineering and Advanced Technology (IJEAT) ISSN: 2249-8958 (Online), Volume-9 Issue-1, October, 2019
- Obtained a EF SET English Certificate (C1 Advanced) - Issued August 2024
- Finalists for Innovate Malaysia Design Competition (IMDC 2018) under google track for central region.
- Winner of FYP Poster Presentation 2018 (3rd place).
- Participated as a team in faculty's programming competition.
- Dean's list holder for 5 semesters in 2016,2017,2018,2019.
- Earned Vice Chancellor Award in 2019.
- Invited as project's advisor for UPM students in one of faculty's course.

REFEREE (S)

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For more information , scan here!
MY PORTFOLIO WEBSITE