

# SYAHMI MOKHTAR



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## ABOUT ME

Former software developer with 3 years of experience, now transitioning into IT support or customer-focused roles. Known for strong communication skills, user-focused documentation, and a proven ability to troubleshoot and explain technical concepts clearly. After a career break to support family, I am eager to apply my technical background and interpersonal strengths in a service-oriented position as I believe helping people can be a meaningful experience.

## WORK EXPERIENCE

### FREELANCE WORK

March 2023 – March 2025

- Took time off to care for a family member while engaging in personal development and freelance projects to build communication, creativity, and problem-solving skills.

#### Communication & Engagement

- Created TikTok gaming content, built an audience, and enhanced messaging skills through social media engagement.
- Handled order coordination and customer queries for a family-run food business, ensuring timely and accurate deliveries.

#### Learning & Growth

- Created TikTok gaming content, built an audience, and enhanced messaging skills through social media engagement.
- Handled order coordination and customer queries for a family-run food business, ensuring timely and accurate deliveries.

### Practical Projects

- Assisted in homestay major decoration projects, focusing on usability and readiness for stay.
- Supported Shopee/TikTok affiliate strategies with product research and user engagement.

### MIMOS BERHAD

#### SOFTWARE DEVELOPER / USER SUPPORT

October 2019 - January 2023

- Revamped website pages for a MIMOS technology, 'Mi-Mash' with a responsive and user-friendly UI.
- Provided user support during UAT by troubleshooting system errors and assisting end-users.
- 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 Axure RP.
- Developed web systems for government agencies (JAIS, KEMAS) and internal HR processes for MATRADE.
- Documented front-end UI design guidelines to standardize design elements to be developed in web systems.
- Conducted unit testing and resolved bugs based on client feedback to improve software stability and usability.
- Supported testers with clarifications during test cycles and ensured deployment readiness.

### ASTRO MALAYSIA HOLDINGS - ASTRO GOSHOP

#### INTERN

February 2019 - August 2019

- Gained hands-on exposure to e-commerce systems and business logic in a real-world retail environment.
- Created and maintained brief documentation outlining business processes related to cashback points, item returns/exchanges, and gift card usage.
- Implemented filter tags to improve product categorization and searchability on the Astro Go Shop website.
- Observed and understood the end-to-end customer service support workflow in a live support environment.
- Conducted unit testing on new feature enhancements to ensure code stability and reliability prior to deployment.
- Developed a bulk order upload feature by integrating Excel file processing into the web ordering system.

## SKILLS

### Customer Service & Communication

- Experienced in handling customer interactions through online platforms (Carousell, Facebook Marketplace)
- Strong written communication, including user guides, documentation, and user inquiries.
- Authored front-end design standard for team's development.
- EF SET C1 English Certificate (Advanced level)

### Technical & IT Support

- Knowledgeable in modern web technologies (HTML, JavaScript, CSS, Tailwind CSS, PHP, React, Next.js, JQuery)
- Knowledge in writing database or data retrieval, filtering, and analysis queries (mySQL, postgresQL)
- Provided user support during UAT and resolved system issues
- Experience in issue resolution and guiding users through troubleshooting processes
- Experienced in producing deliverables documentation based on IEEE standards

### Tools & Tech Knowledge

- Proficient in Microsoft Office (PowerPoint, Word, Excel, Visio)
- Familiar with content creation tools (Adobe Premiere Pro, Adobe Illustrator, TikTok Live Studio, Tikfinity)
- Proficient in wireframing UI/UX design (Axure RP, Figma, Justinmind, Wix, Canva)

## EDUCATION QUALIFICATIONS

### Bachelor of Software Engineering

Universiti Putra Malaysia - [November, 2019] - CGPA -3.717]

Relevant Coursework: Software Engineering, Web Development, User Interface Design, Project Management, etc.

### Bachelor of Agricultural Science

Universiti Putra Malaysia - [June, 2015 - CGPA -3.265]

Relevant Coursework: Agriculture, Chemistry, Biology, Physics, Computer Literacy, Business Management, etc.

### Sijil Pelajaran Malaysia (SPM)

SMK Seri Serdang - [2013 - 6A 3B]

## ACHIEVEMENTS

### Certification & Publications

- Earned EF SET English Certificate (C1 Advanced) - Issued August 2024
- Published a research paper in International Journal of Engineering and Advanced Technology (IJEAT) ISSN: 2249-8958 (Online), Volume-9 Issue-1, October, 2019

### Awards & Participations

- 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
- Earned Vice Chancellor Award in 2019
- Invited as project's advisor for UPM students in one of faculty's course

## REFEREE ( S )

Amru Yusrin (Reporting Supervisor)  
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