SYAHMI MOKHTAR

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Seri Kembangan , Selangor , Malaysia

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.
- Produced several promotional food videos for more social media engagement.
- Handled order coordination and customer queries for a family-run food business, ensuring acceptable timing of food deliveries.

Learning & Growth

- Completed online courses in customer service, web development, and cryptocurrency.
- Earned an English proficiency certificate from EFSET.org, demonstrating experienced language skills.

Practical Projects

- Assisted in homestay major decoration projects, focusing on usability and readiness for stay.
- Designed food menus and a promotional bunting enhancing customer experience and sales.
- 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 verbal and written communication skills, including user guides, documentation, and user inquiries.
- Led and Authored front-end design standard for team's development to ensure UI consistency.
- Obtained EF SET English Certificate (C1 – Advanced).

Technical & IT Support
- Knowledgeable in modern web technologies (HTML, JavaScript, CSS, Tailwind CSS, PHP, React, Next.js, JQuery).
- Experienced in writing database or data retrieval, filtering, and analysis queries (mySQL, postgreSQL).
- Provided user support during User Acceptance Testing (UAT) and resolved system issues.
- Proficient in using licensed javascript libraries like Balkan OrgChart and amCharts.
- Experienced in producing technical documentation and deliverables aligned with IEEE standards.

Tools & Tech Knowledge
- Proficient in Microsoft Office (PowerPoint, Word, Excel, Visio) and virtual meeting tools (Teams, Zoom).
- Familiar with content creation tools (Adobe Premiere Pro, Adobe Illustrator, TikTok Live Studio, Tikfinity).
- Skilled 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 Design, 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, Information Technology, Business Foundation, 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
- Selected by MantaYaY, a certified TikTok talent agency, to become a content creator under their network.
- Invited as a Project Advisor for Universiti Putra Malaysia (UPM) students in a faculty course.
- Finalists for Innovate Malaysia Design Competion (IMDC 2018) under google track for central region.
- 3rd Place Winner, Final Year Project (FYP) Poster Presentation 2018.
- Participated in Faculty Programming Competition as a team member.
- Achieved Dean's List for 5 semesters.
- Recipient of the Vice Chancellor's Award, 2019.

REFEREE (S)

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For more info , scan here
MY PORTFOLIO WEBSITE