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 & Business Handling

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

Learning & Growth

- Completed online courses in customer service, web development, and cryptocurrency.
- Earned English Certification from EFSET.org (C1 advanced level).

Practical Projects

- Assisted in homestay major decoration projects, focusing on usability and readiness for stay.
- Supported Shopee/TikTok affiliate programs to boost user engagements.

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.
- 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.

Customer Service & Communication

- Experienced in handling customer interactions through online platforms (Carousell, Facebook Marketplace)
- Strong written communication, including user guides, documentation, and user inquiries
- EF SET C1 English Certificate (Advanced level)

Technical & IT Support

- Knowledge of modern web technologies (HTML, JavaScript, CSS, Tailwind CSS, PHP, React, Next.js)
- Provided user support during UAT and resolved system issues
- Familiar with software testing techniques (Black Box, BVA, Postman)
- 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

- Obtained a 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 Competion (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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For more info , scan here
MY PORTFOLIO WEBSITE