

# SYAHMI MOKHTAR



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## ABOUT ME

Tech-savvy professional with 3 years of software development experience, now transitioning into IT support, customer service, or any field. After a career break to care for a family member, I'm eager to leverage my technical skills and problem-solving abilities in a people-focused role and ready to embark new career path.

## 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.
- Supported my sister's TikTok and Shopee affiliate marketing efforts by contributing to video content, product research, and audience engagement strategies.
- Created and live-streamed gaming content on TikTok to build communication, consistency, and community engagement skills.
- Assisted my father in home decoration projects, helping transform a property into a welcoming and functional homestay.
- Achieved an English proficiency certificate from EFSET.org, demonstrating advanced language skills.
- Currently 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

SOFTWARE DEVELOPER / USER SUPPORT (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 students (age 6) for KEMAS.
- Developed an online school application system for primary students (Standard 1) and (age 6) for JAIS.
- Collaborated with business analysts to create effective and user-centric system wireframes using Axure RP.
- Developed a digital HR system to streamline workforce management for 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 (SUPPORT)

- 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

- Experience in producing deliverable documentation aligned with IEEE standards.
- Experienced in creating user manuals in both Bahasa Malaysia and English for diverse audiences.
- Experienced in dealing with customers via online platforms ( Carousel, Facebook Marketplace , mudah.my)
- Proficiency in website wireframing or UI/UX design using Axure RP, Justinmind, and Wix.
- Knowledgeable in software testing techniques, including Black Box Testing, Boundary Value Analysis (BVA), and Postman for API testing.
- Knowledgeable in 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 Science 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 )

Amru Yusrin (Reporting Supervisor)  
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