SYAHMI MOKHTAR

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ABOUT ME

Tech-savvy professional with 3 years of experience in software development, now pursuing roles in IT support, customer service, or tech sales. Skilled in solving problems, communicating clearly with users, and understanding customer needs. Eager to combine technical knowledge with a people-first approach in a 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 porfolio 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 / USER SUPPORT SPECIALIST (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 (SUPPORT)

• 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.
- Knowledgeable in 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 Competon (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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For more info , scan here
MY PORTFOLIO WEBSITE