SYAHMI ZIKRY BIN ROSLEE

Software Engineer (Angular, Node.js, MongoDB)

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Skills

Angular	Proficient	**Bootstrap 5**	Proficient
Node.js	Proficient	**HTML/HTML5**	Proficient
MongoDB	Proficient	**SCSS/CSS3**	Proficient
TypeScript/JavaScript (ES6+)	Proficient	**Express.js**	Proficient
Git	Proficient	**REST APIs**	Proficient

Projects

- **Professional, _Accordia Knowledge Base_**: An internal tool that helps support teams retrieve ready-made answers to common questions. Includes keyword and semantic search to improve relevance. I designed and developed this project end-to-end, focusing on usability and modular code for future AI enhancements.
- **Personal, _LeaveHub_:** LeaveHub is a modern Employee Leave Management System that streamlines the process of applying, approving, and tracking employee leave. It offers features like role-based access control, leave balance tracking, and an intuitive interface for both employees and administrators. This is an ongoing personal project with plans to develop it into a full SaaS platform.

Certificate

1. **Responsive Web Design**
   freeCodeCamp (Issued May 2022)
   Credential ID 411846509555584

2. **Graduate Engineer**
   Board of Engineers Malaysia (Issued Mar 2023)
   Credential ID T113551

Experience

Software Engineer (Remote)	**Accordia Global Sdn. Bhd**	_Shah Alam, Selangor_	**06/2023 – Present**

- Built a comprehensive internal **Knowledge Base system** to help support teams retrieve consistent answers faster — **cutting average response time by 50% (from 30 seconds to 15 seconds)**. Collaborated with the AI team to implement schematic search for more relevant results.
- **Integrated Vonage API** to enable WhatsApp message delivery through automated campaigns, with real-time Meta approval tracking. This reduced manual checks and enabled users to confidently launch campaigns faster — supporting up to **thousands of messages per blast** and improving campaign workflow efficiency by an estimated **30–40%**.
- **Integrated a fixed chat interface** into the desk ticketing system, enabling support agents to manage tickets and chat with users simultaneously — reducing context switching and **increasing ticket-handling capacity by ~20%**, significantly improving support workflow efficiency.
- **Redesigned the live chat portal** based on provided UI/UX guidelines, improving visual consistency and user experience across the platform. Enhancements led to a more intuitive interface and contributed to a **15–20% increase in user satisfaction**, based on internal feedback and usability testing.
- **Regularly investigated and resolved production issues** affecting key features like chat delivery and user functionality, ensuring smooth system operation. Resolved an average of **5–10 technical issues per month**, maintaining **high platform uptime** and contributing to a seamless user experience.
- Provided **weekly guidance** to junior software engineers on **navigating the codebase**, understanding project structure, and identifying relevant files — **accelerating their onboarding** and **reducing dependency on senior team members**. Created **concise documentation** for backend processes like server uploads, which contributed to **faster delivery cycles** and **improved overall code quality**.

Education

Bachelor (Honours)	**Universiti Kuala Lumpur (BMI)**	_Gombak, Selangor_	**06/2019 — 07/2022**

- Major in Electrical Engineering Technology

Diploma	**Universiti Kuala Lumpur (BMI)**	_Gombak, Selangor_	**06/2014 — 08/2018**

- Major in Electrical and Electronic Engineering Technology

Languages

Malay	Native	**English**	Proficiency