SITI ZUBAIDAH BINTI YACOB

Bachelor of Information Technology (Hons.) in Computer System Security (BCSS)

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https://szy10.github.io/PORTFOLIO/ |

EDUCATION

2018 - 2022

BACHELOR OF INFORMATION TECHNOLOGY (HONS.) IN COMPUTER SYSTEM SECURITY (BCSS)

Universiti Kuala Lumpur Malaysian Institute of Information Technology
Current CGPA: **3.46**
Project: Zero-Knowledge architecture in securing digital information

2015 - 2018

DIPLOMA OF ENGINEERING TECHNOLOGY IN COMPUTER AND NETWORKING (DCNET)

Universiti Kuala Lumpur Malaysian Institute of Information Technology
Graduated with CGPA: **3.29**
Project: Devising Network Performance at MBH Medispa, Ampang

2010 - 2014

SIJIL PELAJARAN MALAYSIA (SPM)

Sekolah Menengah Kebangsaan Taman Kosas
Achievement: Getting **A** for **Sejarah**, **A-** in **Information Technology**, and **A-** for **Bahasa Malaysia**.

RELEVANT EXPERIENCE

JAN 2018 - JUN 2018

Support team Intern, Gross-Synergy Sdn Bhd

- Handled more than 10 calls daily from the customers mostly to resolve the front-end issues.
- Provided help for customers through a phone call or accessing their server remotely, resolving issues at an 85% rate.
- Maximized nearly 70% of familiarity regarding the idea of integration of the Point of sales system.
- Trained to remain presentable, considerate, and compliant for 2-3 unexpected calls, especially during peak hours.
- Maximized soft skills in retrieving data accurately from 100+ clients by lodging the reports through the company Customer Relationship Management system for further actions.

JULY 2021- NOV 2021

Intern, KidoCode

- Performed one-to-one coaching with a students, age range from 5 to 15 years old, for several modules, such as mobile games module, LED module, ultrasonic module, and coding and maths which specify in python, CSS, HTML, and Blockly

- Completed training to become one of the testers, in identifying the bugs, constructing a conclusive report as they were currently developing their new website/portal and also mobile games.
- Committed to assisting the head of the system security section with more than 10 articles and research papers for the System security workshop.

RELATED SKILLS

COMPUTER SKILLS
- Microsoft Word, Microsoft PowerPoint, Microsoft Excel.

FRAMEWORK/SOFTWARE
- Conducted several projects in Angular JS, Meteor JS, MongoDB, and also Jupyter Notebook.

PROGRAMMING LANGUAGE
- PHP, MYSQL, HTML, CSS, C++, PYTHON, and Java has been utilized and familiarized.

OPERATING SYSTEM
- Windows and Linux

COURSE-RELATED
- IT Governance and Ethics, Object-Oriented Programming, Operating, System Administration, Database Management System, Digital Forensic,IT Project Management, Cryptography, Information Security, IT security and Assessment

LANGUAGES

Malay   **Native Speaker**   English   **Proficient**

COMMUNITY EXPERIENCE

Community Service 3: Fundraising for daily necessities during MCO | **UNIKL MIIT 2020**
- **Committee Member**

Kajian gaya hidup Orang Asli di Kampung Batu 12, Gombak | **UNIKL MIIT 2020**
- **Committee Member**

Community Service 1: Program sukan lagenda dan bengkel sosmed | **UNIKL MIIT 2019**
- **Committee Member**

Projek inovasi Mara: Portable sensor fan | **UNIKL MIIT 2019**
- **Participant**

Techno-culture Fest | **UNIKL MIIT 2018**
- **Committee Member**