



# Raphael Pang Teng Xuan

+ (60)11-10696958  
tengxuanp@hotmail.com

[www.raphaelpang.com](http://www.raphaelpang.com)  
[linkedin.com/in/raphael-pang-tx/](https://www.linkedin.com/in/raphael-pang-tx/)

## EXPERIENCE

### IT ASSISTANT ENGINEER

[Intretech Malaysia Sdn. Bhd.](#) (2021 - 2022)

- **IT System Maintenance** - Server backups, user domain/email account management, servers & VMs configuration, CCTV administration.
- **Level 1 / 2 / 3 Desktop Support** - Troubleshoot errors regarding hardware, software, system issues. Which includes office laptops, printers, photocopy machines, surveillance cameras, network cables, servers, manufacturing systems, etc.
- **Maintain rules & regulations** - Create IT system / software SOPs for office users / production users. Supervise and guide office / production users to use respective systems correctly.

**Supervisor: IT Supervisor,  
Mr. Roger Huang Guan Hao** (+60)11-51341316

### SOFTWARE DEVELOPER

[OCK Setia Engineering Sdn. Bhd.](#) (2020 - 2021)

- Design & develop new system modules, maintain & enhance the functionality of existing ERP system.
- Maintain organization 's websites and build new functionalities.
- Create SOPs and documentations for new system modules.

**Supervisor: IT Senior Manager,  
Ms. Quek Meow Wah**

## LANGUAGES

**English** | Frequently used in verbal and written during tertiary studies, and during work.

**Mandarin** | Mother tongue. Able to literate both Simplified and Traditional Chinese.

## EDUCATION

### BACHELOR OF INFORMATION SYSTEMS

School of Computing & Creative Media,  
[UOW Malaysia KDU University College](#)

## SKILLS

### FRONT END

HTML5  
CSS3  
JavaScript  
React  
Next.js  
Framer Motion  
SCSS  
Tailwind

### GRAPHIC

Adobe Photoshop  
Adobe Illustrator  
Adobe After Effects  
Figma

### BACK END

PHP  
SQL Server

## RECOGNITIONS

### Advance Employee 2021

- Intretech Malaysia Sdn. Bhd.  
I was issued a Certification of Appreciation with the title of "Advance Employee" of the year 2021 as the recognitions of my effort during work.

### ISO 27001:2013 Awareness, Implementation & Internal Auditing Training

- Intretech Malaysia Sdn. Bhd.  
I was selected to be the person-in-charge to liaise between the trainer and the company, given training and prepare the company for audit and host the audit.

## CO-CURRICULAR

**Chinese Cultural Society** / Member  
UOW Malaysia KDU University College

**Journalist Society** / Vice Editor-in-Chef  
Foon Yew High School