

# Tommy Faizal

## Senior Technical Consultant

### Contact



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Chatswood,  
SYD 2067 - Australia

### Skills

- Fast & Independent Learner
- Eager to learn new technologies & skills
- Strong communication & interpersonal skills
- Ability to work effectively in a team environment
- Expertise in REST and SOAP
- Familiarity with agile & waterfall management system
- Advance skill with online collaboration tools: Slack/Jira/Confluence

### Achievements

- Above and Beyond awards, Verint, 2019

### Profile

Results-driven Senior Technical Consultant with 10+Y of experience in the IT industry, specializing in CRM products. Proven ability to excel in both business and technical environments, with a broad skill set covering software development, programming languages, database management, and requirement gathering. Seeking a new challenges and environment in remote jobs from different part of the world to go above and beyond.

### Work Experience

#### Senior Technical Consultant

*Verint Australia, March 2018 - Present*

*Verint Indonesia, August 2013 - February 2018*

##### Key Responsibilities:

- Participate in analysis and design sessions with technical architect and business analyst
- Develop high quality web application based on business requirement
- Develop high quality, robust, and scalable API to be used for external system
- Communicate status, issues, and risks to the team

#### System Designer Engineer

*Moonlay Technologies, January 2011 - February 2013*

##### Key Responsibilities:

- Participate in meeting with business analyst and customer
- Develop high quality web and desktop application
- Troubleshoot defects and performance issue on existing application

### Education

#### Bachelor of Science in Computer Science

*Seattle University Class of 2010, Seattle, Washington, United States of America*

## Technical Proficiencies

- Programming Languages
  - React
  - HTML
  - Javascript
  - CSS
  - Java
  - C#
  - C++
  - VB .Net
  - Python
- Tools, Frameworks, and Softwares
  - Visual Studio Code
  - Eclipse
  - Microsoft Visual Studio
  - Oracle database
  - MS SQL Server
  - GitHub
  - Bamboo
  - Jira
  - Confluence
  - Rancher
  - Kubernetes
  - Spring Framework
  - Gradle
  - Maven
  - .Net Framework
- Databases
  - Oracle
  - MS SQL
  - SQL Developer
  - Squirrel
- Operating Systems
  - Windows
  - Linux

## Referees

Available upon request

## Language

- English – Business
- Bahasa Indonesia - Native

## Hobbies and Interests

- Gym
- Basketball
- Badminton
- Futsal
- Computer games

## Projects

### IAG Project

*Verint, March 2018 - Present*

- Develop and maintain React application with micro frontends approach integrated into contact centre application using React and Redux
- Develop self-service/online account React application to create quote and policy using React and Redux
- Develop and maintain backend service for the React application using Express and AWS Lambda
- Develop and maintain contact centre application that provided all-in-one gateway solution that integrates with many backend systems using Verint in-house technology, javascript, and Java

### Citibank Project

*MoonlayTechnologies, January 2011 - August 2011*

- Develop desktop application for data processing and reporting using .NET Framework and Crystal Report
- Optimise SQL query for reporting purposes
- Develop desktop application for printing check books by integrating with the printer using .NET Framework

## Volunteer Experience

### Basketball Volunteer Coaching

- Key duties: teaching school kids basic basketball skills