



Vaasinathan Munusamy

Education

Dec 2012 - Apr 2013

Putra Intelk International University

- Certificate in Business Analysis
- Certificate in Business Environment
- Certificate in Personal Development
- Certificate in Computer Forensic

Jun 2013 - Dec 2018

UNITAR International University

- Foundation in Information Technology
- Bachelors of Software Engineering (Hons)

Work Experience

Customer Service Executive

e2 Power Sdn Bhd (Nov 2023 - March 2024)

A Subsidiary of OCBC Group

- Assisting Singapore customers with their Banking, and Cards

Customer Experience Professional

TopNotch HR Consulting Firm (Feb 2021 - Nov 2023) & (Feb 2025 - Jul 2025)

Placement at Grab - Grab is Southeast Asia's leading superapp, which which provides users with transportation, food delivery and digital payments services via a mobile app.

- Assisting consumers, riders and merchants via various channels to resolve their issues related to their bookings, registration and payment following the standard SOPs and company policies.

Junior Technical Specialist

Agile Dynamics Solution Sdn Bhd (Nov 2018 - Feb 2020)

Agile Dynamics Solutions Sdn Bhd (ADS) is one of the largest Microsoft Dynamics vendor in Malaysia.

- Developing software / reports according to design/specifications
- Troubleshooting, bugs fixing, documentation, QC output testing

Software Engineer (Intern)

Wonder Pod Sdn Bhd (Aug 2017 - Feb 2018)

Wonder Pod is a digital communication and marketing company specialized in providing web-design services including social media management, SEM, SEO, and mobile app and portal development.

- Assisting senior web developers
- Project research
- Meeting clients regarding projects and proposals.

About Me

I'm a forbearing introvert who decided to explore various career fields and discovered my strength in adapting to new things in a fast phase and realized I have unfailing courtesy and forbearance under great provocation.

Expertise Skill

- Knowledge in Fundamental development languages (Basic)
- Web Designing (Basic)
- Experience in Microsoft Dynamics NAV (ERP System)
- Able to use video & image editing tools like Capcut, Canva, and etc
- Good at creating ads, YouTube videos,
- Able to use and adapt to latest technology fast
- Languages - written & spoken: English, Malay, Tamil

Contact Me

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