(+65) 90070650
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FAZRI SAPRI

PROFILE

I'm driven by curiosity. The constant need to find out the 'how' and 'why' of everything that intrigues me. I see the world through a lense of opportunities and possibilities, operating on a belief that I can figure anything out in the face of uncertainty.

EXPERIENCE

Sephora Digital SEA — *Developer & Technical Recruiter*

Dec 2016 - PRESENT

Oversee recruitment & hiring of software engineers in both Singapore & Bangalore.

- Scaled up the engineering by 2x (from 9 to 20 as of 2017)
- Increased lead traction for career fair (from 70 to 163)
- Boosted organic application to job postings (from 10 to 60 on average)
- Introduced & integrated a new ATS that encourage collaboration. Well received & used by almost everyone in the company

Sephora Digital SEA — *Software Engineer*

Feb 2015 - Dec 2016

- Introduced & integrated helpdesk system to manage request / issues.
- Set up and automate processes that reduced dependency on engineering resources
- Mitigated phishing & impersonation attack in the company; implemented security protocol and educate employees on cyber security awareness
- Implemented key fraud management feature for the ecommerce operation

Tradegecko — *Head of Support*

Mar 2014 - Jan 2015

- Established key KPIs & processes
- Hiring, training & managing support team in Singapore & Philippines
- Created a knowledge based platform for both employees & customers; authored a few ebooks on inventory management

Tradegecko — *Customer Success Manager*

Aug 2013 - Mar 2014

- Provided personalized onboarding experience that boosted trial to paid conversion (2 out of 3)
- Established key touch points, health and engagement tracking per customer
- Maintained customer happiness score of 95%

Azvic Enterprise — *Web Project Manager*

June 2013 - Aug 2013

- First employee. Established & ran operations (creating company's website, hiring of new employees etc)
- Performed market research, established USP & introduced flagship product
- Client acquisition through business development initiatives
- Set up partnership with solutions provider in Philippines

E-Cop (Quann Singapore) — *Threat Analyst*

June 2012 - June 2013

- Subject matter expert for malware activities in client's network
- Led intrusion investigation / mitigations for key clients (finance)
- Lead trainer for newly employed security analyst

E-Cop (Quann Singapore) — *Security Analyst*

Jan 2012 - June 2012

- Mitigated DDOS attack targeted at a telecommunications client
- Discovered an undetected malicious attempt, resulting in client wide security patch update

Electro Acoustics System — *Programmer*

June 2011 - Jan 2012

EDUCATION

Temasek Polytechnic — *Diploma in Computer Engineering*

2009

ITE College Central — *COM Higher Nitec in Electronics*

2007

OTHERS

Lithan Hall — *NICF Diploma in Infocomm Sales & Marketing*

2015 (Programme is part of a startup attachment scheme that includes entrepreneurship education)