



Wan Zalikha Binti Wan Zaidi

Application Support Engineer/Web Developer

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Professional Summary

Performance-driven and meticulous bilingual **Bachelor of Electronics-Computer and Information Engineering** holder with **1 year experience** as an **Application Support Engineer**. Excellent critical thinking and analytical skills lead to solutions that had a positive impact on business goals. Self-motivated, result-driven, and adaptive in working under pressure. **Possess excellent technical skills and perform well in a team. Fluent in verbal and written Bahasa Malaysia and English**, have excellent communication skills which enable a strong relationship with the public.

Core Competencies

- **Computer Literacy Skills:**
 - Microsoft Word
 - Microsoft Excel
 - Microsoft PowerPoint
 - Microsoft Outlook
- **Programming:**
 - C/C++
 - PHP
 - SQL
 - JavaScript/JSON
 - HTML & CSS
 - Python

Education

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| 1) Universiti Islam Antarabangsa Malaysia (2021)
<i>Bachelor of Electronic-Computer & Information Engineering (Hons.)</i> | 2) Universiti Islam Antarabangsa Malaysia (2016)
<i>Foundation in Engineering & Computer Science</i> |
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Work Experience

- 1) **EBS Systems Sdn. Bhd. (2022 – Present) (1 year)**
Application Support Engineer/Web Developer
 - a) Deploy web development/CRM projects by overseeing and performing the front-end software configurations.
 - b) Develop back-end software scripts for web development projects with PHP programming.
 - c) Develop RPA program for CRM.
 - d) Develop web design with HTML, CSS and Javascript.
 - e) Perform troubleshooting and technical support for requests triggered by customers.
 - f) Streamline communication with customers and perform analysis of customer's business process requirement.
 - g) Propose and design solution for customer's CRM system requirement
 - h) Responsible for software testing and quality control.

Achievements

- a) Contributed to over 10 development of CRM systems in a financial year.

2) **QL Maxincome Sdn. Bhd. (2021 – 2022) (1 year)**

Maintenance Engineer

- a) In charge of repairing and maintenance services for FamilyMart stores in Malaysia.
- b) Responsible for the effective and efficient operation of machines with minimal downtime.
- c) Plan and execute preventive maintenance and scheduled maintenance on equipment.
- d) Generate maintenance cost, breakdown reports and key learnings weekly to avoid future re-occurrence as well as recommend and justify to management for reducing equipment breakdown and maintenance cost.
- e) Attend to technical issue on site and provide remote technical support.
- f) Support sales initiatives on technical matters to meet sales target.
- g) Liaise with Utility Companies, contractors, vendors and suppliers.
- h) Lead and assign a group of technicians in troubleshooting of any issues and breakdowns.

Highlighted Projects

1) **Pest Control CRM (EBS Systems Sdn. Bhd.) (2022)**

- a) Developed system workflow and RPA.
- b) Developed web design with Javascript, PHP, HTML & CSS.
- c) Performed front-end software configurations.

2) **Cleaning Services CRM (EBS System Sdn. Bhd.) (2022)**

- a) Designed and developed system workflow.
- b) Developed back-end software scripts.
- c) Oversaw project deployment.

3) **Hygiene Control Services Web App (EBS Systems Sdn. Bhd.) (2022)**

- a) Designed and developed web app UI.
- b) Developed back-end scripts for web app operation with PHP.

4) **Centralized Refrigerator Remote Sensor System (QL Maxincome Sdn. Bhd.) (2022)**

- a) Managed and oversaw sensor installation.
- b) Prepared preventive maintenance schedule and manpower allocation.
- c) Performed data analysis to maximize refrigerator efficiency.
- d) Trained technicians on system design concepts and configurations.

5) **Final Year Project (FYP) (Sep, 2020 – Jan, 2021)**

Title of reaseach study: Design & Development of Switching Mode Power Supply (SMPS)

- a) Evaluated the performance of SMPS converter that can run at high switching frequencies with low losses.
- b) Designed a protection circuit with mimal components in order to reduce the losses and ‘ringing’ phenomenon of the SMPS circuit.
- c) Simulation of the designed SMPS circuit was made using NI Multisim 14.2 software.

Co-curricular Involvements

- Roboteam Club
(Member, 2017-2021)
- Dean’s List Award (7)
(Honor, 2016-2021)
- Robocon Junior 2020
(Facilitator, 2020)
- Robocon Malaysia 2019
(Participant, 2019)
- IIUM Robotic Competition
(Committee, 2019)