**Faridatul Nadiah Binti Md Shafi’i**

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| **Summary** |
| * Graduated from UiTM with honoured in Information Management System.
* 10years experience in development
* 5 years experience of system support
* 2 years experience in project coordination
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| **Working Experience** |
| ***Credit Guarantee Corporation Malaysia Berhad*** | ***Oct 2018 – Present*** |
| *Developer* |
| * Ensure technical documents such as program specifications, procedures, user manuals, test plan, migration plan and checklist are composed accordingly and up-to-date.
* Acts as first tier in alert response and incident resolution and escalate to vendor for resolution.
* Tracks the resolution of any system or application problems.
* Assist in user acceptance testing, training and roll out of software and applications development.
* Assists in extraction of information and reporting activities.
* Project Coordination – ensure the project been delivered within timeline.
	+ imSME
* Involve in in-house development.
	+ Project
		- BizMikro
		- QSF
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| ***AMIT GLOBAL SOLUTIONS SDN BHD*** | ***Mar2018 – Oct 2020*** |
| *Software Engineer / Developer at* CGC Malaysia Berhad |
| * Ensure technical documents such as program specifications, procedures, user manuals, test plan, migration plan and checklist is composed accordingly and up-to-date.
* Acts as first tier in alert response and incident resolution and escalate to vendor for resolution.
* Tracks the resolution of any system or application problems.
* Assist in user acceptance testing, training and roll out of software and applications development.
* Assists in extraction of information and reporting activities.
* Assume responsibility of other relevant tasks as assigned from time to time.
* Project Coordination – ensure the project been delivered within timeline
* Ensure the integration within the system run smoothly.
* Join development for integration
* Test and search for new technology for API and integration, DMS and API
* Assist in integration in-house and outsource system development:
	+ ChatBot Integration (php)
	+ Simple outsource enhancement (php)
	+ Bizmikro (reactjs, php, postgresql)
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| ***MMC Gamuda KVMRT (PDP SSP) SDN. BHD.*** | ***Oct 2015 – Feb 2018*** |
| *IT Executive* |  |
| * Contribute expertise in development of projects from requirements of system to deployment.
* Participate in project management involve internal user and external user
* Preparing the reports for weekly progress of each project involve
* Preparing the UAT script, demo video and user guide for the project involve.
* Project module Development and maintenance and enhancement
	+ Module
		- Admin Helpdesk: adding module of master configuration
			* Roles & Responsibilities;
				+ Development
				+ Documentation
				+ Testing
				+ Deployment
				+ Maintenance
			* Skills / Technology;
				+ VB.net, JQUERY, AJAX
				+ OOP(class library)
		- Global Search: adding a global search of project, allow user to do the wild search within 1 input
			* Roles & Responsibilities;
				+ Development
				+ Documentation
				+ Testing
				+ Deployment
				+ Maintenance
			* Skills / Technology;
				+ VB.net, JQUERY, AJAX
				+ OOP(class library)
		- Master input file
			* Roles & Responsibilities;
				+ Development
				+ Documentation
				+ Testing
				+ Deployment
				+ Maintenance
			* Skills / Technology;
				+ VB.net, JQUERY, AJAX
				+ OOP(class library)
		- eChange Request
			* Roles & Responsibilities;
				+ Requirement gathering
				+ Development
				+ Documentation
				+ Testing
				+ Deployment
			* Skills / Technology;
				+ VB.net
				+ OOP(class library)
		- cnc – Reimbursable
			* Roles & Responsibilities;
				+ Requirement gathering
				+ Development
				+ Documentation
				+ Testing
				+ Deployment
				+ Maintenance
			* Skills / Technology;
				+ C##, JQUERY, AJAX
				+ OOP(class library)
	+ Project
		- Online Exam: developing the whole project by using existing template
			* Roles & Responsibilities;
				+ Requirement gathering
				+ Development
				+ Documentation
				+ Testing
				+ Deployment
				+ Maintenance
			* Skills / Technology;
				+ VB.net, JQUERY, AJAX
				+ OOP(class library)
				+ DB Admin (create, edit, setting user access DB (MSSQL))
				+ IIS setting
		- Training – Scheduler
			* Roles & Responsibilities;
				+ Requirement gathering
				+ Development
				+ Documentation
				+ Testing
				+ Deployment
				+ Maintenance
			* Skills / Technology;
				+ VB.net, JQUERY, AJAX
				+ OOP(class library)
				+ DB Admin (create, edit, setting user access DB (MSSQL))
				+ IIS setting
		- Training – Mobile Tracking
			* Roles & Responsibilities;
				+ Requirement gathering (partial)
				+ Development (partial)
				+ Documentation (partial)
				+ Testing (partial)
				+ Maintenance
			* Skills / Technology;
				+ OOP(class library)
				+ WSDL
* Project Coordination including of handling UAT / SAT / Training
	+ CMS: Complaint Management System
		- Roles & Responsibilities;
			* Coordinate project to ensure items in order and follow the timeline
	+ SafeTrac: Safety and Traffic Mobile Apps and Web Application
		- Roles & Responsibilities;
			* Coordinate project to ensure items in order and follow the timeline
* Start using the vb.net, C#, MSSQL management studio 2008,2012,2014
* All development using the visual studio 2015
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| ***City University College of Science and Technology*** | ***July 2013 –Sept 2015*** |
| *Programmer* |  |
| * Contribute expertise in development of projects from requirements of system to deployment involving in the source code and database.
* Doing the database maintenance like backup and restore (manual).
* Responsibility for all stages of the application life-cycle involving design, engineering, testing, implementation and maintenance of new and existing system
* Reporting to immediate supervisor / manager
* Maintain and enhancement of current existing projects
* Prepare report as requested by users or superior
* Core in PHP, MySql, Apache.
* Project handle
	+ Alumni Web Application
		- Roles & Responsibilities;
			* Requirement gathering
			* Development
			* Documentation
			* Testing
			* Deployment
			* Maintenance
		- Skills / Technology;
			* PHP, JavaScript, HTML, CSS, AJAX
			* DB - MySQL
	+ Convocation Application
		- Roles & Responsibilities;
			* Requirement gathering
			* Development
			* Documentation
			* Testing
			* Deployment
			* Maintenance
		- Skills / Technology;
			* PHP, JavaScript, HTML, CSS, AJAX
			* DB - MySQL
	+ Claim Management
		- Roles & Responsibilities;
			* Requirement gathering (partial)
			* Development (partial)
		- Skills / Technology;
			* PHP, JavaScript, HTML, CSS, AJAX
			* DB - MySQL
	+ Staff Management
		- Roles & Responsibilities;
			* Development
			* Documentation
			* Testing
			* Deployment
			* Maintenance
		- Skills / Technology;
			* PHP, JavaScript, HTML, CSS, AJAX
			* DB - MySQL
	+ Leave Management
		- Roles & Responsibilities;
			* Development
			* Documentation
			* Testing
			* Deployment
			* Maintenance
		- Skills / Technology;
			* PHP, JavaScript, HTML, CSS, AJAX
			* DB - MySQL
 |
| ***Coshare Holdings Berhad*** | ***October 2011 – June 2013*** |
| *Programmer* |  |
| * Contribute expertise in development of projects from requirements of system to deployment involving in the source code and database, including doing the maintenance and enhancement of the projects.
* Responsibility for all stages of the application life-cycle involving design, engineering, testing, implementation and maintenance of new and existing system
* Plan, organize and report progress to immediate superior
* Work as admin staff for IT department when needed
* Core in PHP, MySql, Apache
* Project handle
	+ CATS – Coshare Application Tracking System
		- User will key in application information into CATS. All the process shall be updated through the application
		- Roles & Responsibilities;
			* Requirement gathering (partial)
			* Development
			* Documentation
			* Testing
			* Deployment
			* Maintenance
		- Skills / Technology;
			* PHP, JavaScript, HTML, CSS, AJAX
			* DB - MySQL
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| ***VADS Berhad*** | ***July 2011 – October 2011*** |
| *Customer Service Executive* |  |
| * Handle inbound call.
* Assist customer with internet technical issues through phone call.
* Creating report accordingly to customer issues.
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| **Additional Qualifications** |
| * MSC Malaysia Undergraduate Skills Programme (Ajax Programming with JAVA Technology) - IVERSON
* Computing Technology Industry Association (CompTIA) Security + & Personal Enhancement Programme for pre-Graduates
* Interpersonal Communication, Personal Grooming & Social Etiquette, Problem Solving Skills, Employability Skills, Project Planning Coordination & Presentation Skills
* Student Leadership Development Program Training Module (Diploma Level) UiTM
* BossNet Training
* HR 2000 Payroll Training
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| **Educations** |
| **Universiti Teknologi MARA, Puncak Perdana, Selangor**Bachelor of Information Studies (H) Information System ManagementCGPA : 3.12 | July 2009 – May 2011 |
| **Universiti Teknologi MARA Merbok, Kedah**Diploma in Information ManagementCGPA : 3.11 | July 2006 – May 2009 |
| **Sek. Men. Keb. Sulatan Abdul Aziz Shah, Kajang**Sport Science / Principe Account / Add Maths | 2001-2005 |
| **Computer Skills** |
|  | **Item** | **Experience(Y)** | **Level** |
| OS | * Windows
 |  | Intermediate |
| * Linux
 | 3 | Beginner |
| Microsoft | * Access
 | 3 | Intermediate |
| Spreadsheet | * Excel
 | 10 | Intermediate |
| * SPSS
 | 3 | Intermediate |
| Programming / Database | * JavaScript
 | 7 | Intermediate |
| * HTML
 | 7 | Intermediate |
| * PHP
 | 7 | Intermediate |
| * MySQL
 | 5 | Intermediate |
| * CSS
 | 8 | Intermediate |
| * Vb.net
 | 2 | Beginner |
| * C#
 | 2 | Beginner |
| * C++
 | 2 | Beginner |
| * MVC
 | 1 | Beginner |
| * MSSQL
 | 3 | Intermediate |
| * Oracle
 | 3 | Beginner |
| * AJAX / Json / Jquery / Web Services (WCF / SOAP)
 | 3 | Beginner |
| * OOP
 | 3 | Beginner |
| Tools | * MicroStrategy
 | 1 | Beginner |
| * SSIS
 | 1 | Beginner |

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| **References** |
| Name :  | Razman Bin Ahmad | Name : | Wan Mohd Aswanddy |
| Position :  | IT Manager | Position : | Head of IT Application |
| Company :  | Coshare Holdings Berhad | Company : | CGCMB |
| Telephone :  | 03-61429999 Ext 6100 | Telephone : | +603-7451 3422/012-2989610 |
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|  |  |  |  |
| Name :  | Rajasree Rajan | Name :  | Muhammad Nasir Bin Zakaria |
| Position :  | Head of Section | Position :  | Operation & Support Engineer |
| Company :  | CGC Malaysia Berhad | Company :  | Apis Consulting Sdn. Bhd |
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