



Muhammad Asyraf Mohamad Fauzi

Senior Software Engineer (L3 Technical Support)

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Profile

Seasoned Software Engineer and Mobile Application Developer with a rich background spanning close to 9 years. My expertise extends across a diverse spectrum, encompassing everything from VoIP services and chat-based applications to eCommerce solutions. Proficient in the entire deployment process, I have a knack for seamlessly transforming database structures into user-friendly interfaces, and my experience with payment gateways and crypto API gateways adds a layer of versatility to my skill set. I pride myself on my ability to navigate cloud services, particularly with AWS, ensuring robust and scalable solutions. Beyond development, I actively contribute to post-production support, engaging in root cause analysis, forecasting, and feature implementation.

An automation enthusiast, I've developed multiple scripts that have significantly reduced the workload for operational teams. This commitment to efficiency is a testament to my dedication to delivering not just functional but also optimized and streamlined solutions. With a holistic understanding of software development, from creating APIs to maintaining cloud services, I bring a proactive and results-driven approach to every project, ensuring success at every stage of the software development life cycle.

Current Employment History

Sr. Software Engineer, Tech Mahindra, CyberJaya

August 2021 - Present

I'm currently part of an exceptional software engineering team that thrives on tackling diverse challenges posed by our vendors. Together, we've achieved an impressive 99% issue resolution rate for the existing applications, showcasing our ability to provide effective and innovative solutions. One of my key contributions has been the establishment of an automation environment for the application management team. By overhauling reporting and troubleshooting processes, I've significantly lightened the operational team's workload. We're also pioneering Self Recovery Automation, ensuring the system can autonomously bounce back from basic issues outside regular working hours, bolstering overall system reliability.

In addition to our problem-solving prowess, we've developed our own monitoring and incident management app. This app collects comprehensive information on instance performance and system status, presenting it seamlessly through a mobile interface. This ensures our team stays well-informed about the overall system performance, facilitating swift responses to any emerging issues. It's a testament to our commitment to not just resolving problems but proactively enhancing the efficiency and resilience of our systems.

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Previous Employment History

Mobile Application Developer, Arcortus Sdn Bhd, Damansara

January 2019 – August 2021

As the sole Mobile Application Developer at Arcortus, I've spearheaded the development of a diverse array of apps, spanning from medical applications to eCommerce platforms and robust management systems. Collaboration remains at the heart of our success. I seamlessly integrate with our back-end developer who crafts the REST APIs, facilitating smooth communication between our apps and servers. These mobile applications essentially serve as dynamic extensions of our comprehensive web services.

Working both independently and collaboratively, I've showcased adaptability and agility in problem-solving. A key strength lies in my superior data visualization and management skills, ensuring that the user interface is not only functional but also aesthetically pleasing and intuitive. Furthermore, my knack for transcription has been an asset in capturing meeting details and initiatives accurately. This holistic approach to app development reflects not only technical proficiency but also a commitment to seamless integration and user-centric design.

iOS Application Developer, My Services Sdn Bhd, Bukit Jalil

November 2016 – January 2019

During my tenure at My Services Sdn Bhd, I successfully delivered a fully functional eCommerce app and several smaller projects, including a point system and an event management app. Initially collaborating with one Android developer, our team expanded with the strategic addition of a Senior Mobile Developer after a few weeks. This proved to be a pivotal move, bringing valuable oversight and project management expertise, ultimately enhancing the efficiency of our app development process. The experience provided me with invaluable exposure to different facets of mobile application development and a chance to learn from an experienced colleague.

Throughout these projects, I demonstrated my organizational skills by efficiently prioritizing tasks and ensuring timely completion of assignments. This commitment to order and efficiency not only contributed to the successful delivery of projects but also fostered a collaborative and productive working environment within the team.

Mobile Application Developer, Eminence Inter Agencies, Kota Kemuning

February 2016 – November 2016

Eminence Inter Agencies was my inaugural foray into mobile application development, where I not only successfully created and launched apps but also secured MSC Status for the company. This experience served as a significant learning curve, providing insights into the nuances of app deployment on Google Play and Apple AppStore, and deepening my understanding of Apple and Android User Interface Guidelines. Working both independently and collaboratively, I honed my organizational skills, ensuring the timely and efficient completion of assignments. This startup not only kickstarted my career as a mobile application developer but also laid the groundwork for my ongoing journey in the tech industry.

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Education

Diploma in Networking System, Politeknik Ungku Omar, Ipoh Perak

January 2012 - August 2015

The Network Information Technology program familiarized me with the principles of computer network design, implementation, and maintenance, covering areas such as computer hardware, digital systems, network security, open-source operating systems, Java and web programming, and database systems. The curriculum also included programming courses like Visual Basic, database applications, and problem-solving, along with cyber entrepreneurship components and related projects.

Award

22 September 2021



Congrats! You received Great Job from Nitesh Kumar

Sep 22

Hi Asyraf : You have displayed extreme ownership of the application and the way you contribute towards the stability of your application is really commendable. We are also impressed with the monitoring app developed by you which is definitely going to help the team monitor the application effectively. Keep up the good work and focus towards sharing your knowledge with the entire team for a wholesome growth experience !! [Read Less](#)

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26 December 2022



Congrats! You received Bravo from Nitesh Kumar

Dec 26

Asyraf has shown an exemplary performance in troubleshooting and resolving application issues demonstrating excellent problem solving skills .His innovative approach to build an App for proactive health checks has increased the efficiency to manage the application. [Read Less](#)

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22 March 2021



Congrats! You received Bravo from Nitesh Kumar

Mar 22

Asyraf is an exceptional performer who is the currently working in dual role (AM & Transformation). He has developed an in house built automation framework TechM OneView which is a transformation initiative from TechM in CelcomDigi Project. Asyraf is very hardworking and with positive mindset, he is willing to go beyond his scope to deliver the works assigned specifically from automation perspective. [Read Less](#)

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Certification

Cisco Certified Network Associates (CCNA), Pearson Vue

December 2015 - December 2017

iOS Certified Associate Developer (iCAD), iTrain Asia

March 2016

iOS Certified Associate Developer Training, iTrain Asia

March, 2016

Critical Thinking Course Completion, LinkedIn Learning

June, 2021

TechM Internal Course

AIOps, TechMahindra Sdn Bhd

Certified Information System Security Professional (CISSP), Iverson

Secure our Business and Data Privacy Refresher, TechMahindra Sdn Bhd

Data Protection, TechMahindra Sdn Bhd

Experience Sharing, TechMahindra Sdn Bhd

Scrum Fundamentals, TechMahindra Sdn Bhd

Securing Our Business, TechMahindra Sdn Bhd

Workplace Cyber Threats, TechMahindra Sdn Bhd

TechM Internal Course Exam

AI101 – 28 august 2021 : 85%

AIOPs Foundation : 19 June 2023 : 67%

Business Analysis – Level 1 : 22 June 2023 : 85%

CEBC : 28 August 2021 : 89%

Data Protection and Privacy : 28 August 2021 : 85%

Javascript L1 : 19 June 2023 : 77%

NodeJS L1 : 19 June 2023 : 80%

POSH Refresher : 19 January 2022 : 87.5%

Prevention of Sexual Harassment (POSH) : 28 August 2021: 85%

React Native : 19 June 2023: 75%

Rest API Design Level 1 : 19 June 2023: 68%

Testing Level 1 : 19 June 2023 : 67%

Typescript : 19 June 2023 : 95%

User Experience Design Level 1 : 22 June 2023 : 93%

Work From Home (WFH) : 03 February 2022 : 75%

Udemy Courses

Beginners Guide to Wireframes – Mini Course, Udemy
Adobe Photoshop CC: A beginner to Advanced Photoshop, Udemy
Agile Business Analysis, Udemy
Identify & Define the Problem with Business Analysis, Udemy
Business Analysis: Working with use cases, Udemy
App Design Course – UX, UI and Design Thinking, Udemy
Business Analysis: Working with use cases, Udemy
Business Analysis: Fundamentals- ECBA,CCBA CBAP Endorsed, Udemy
Certified Tester ISTQB Foundation Level (CTFL 2022), Udemy
Javascript for beginners Learn by doing practical exercise, Udemy
React native + Hook Course, Udemy
Introduction to Typescript Development, Udemy
IQBBA Certified Foundation Level Business Analyst(CFLBA), Udemy
Postman API Testing – Step by Step for Beginners, Udemy

Extra-curricular Activities

KPerak iCon3, MDeC, Ipoh Perak

January 2015 - June 2015

ICON3 graduates, with a focus on advanced skills, including back-end server integration as well as utilizing cloud computing for the usage and development of apps. The ICON program currently has a pool of 200 developers, and ICON3 will commence with training a specialized pool of 30 to 50 developers.

Reference

Available Upon Request

Language

English: Spoke (7) / Writing (7)

Bahasa Malaysia: Spoke (10) / Writing (9)