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OBJECTIVE

To secure a dynamic and challenging role in the area of networking and information technology that will enhance my professional skills in an enterprising workplace.



PERSONAL DETAILS

Date of Birth : 7 October 1990
IC No : 901007-03-6347
Driving License : Full, D, B2
Availability : Immediately



EDUCATION

Diploma of Computer Science | Universiti Putra Malaysia, Serdang
JAN 2010 – DEC 2013

Example Core Subjects:

Applications of Information Technology, Introduction to Programming, Computer Organization and Architecture, C++ Programming, Basic Multimedia Technology, Basic Computer Network, Operating System, Data Structure, Information System, Basic Multimedia Development, Systems Analysis and Design, Java Programming, E-Administration, Internet Programming, Database Programming, E-Commerce, Ethics in Computerisation, Computer Safety

Certificate of Computer Science | Kolej Teknologi Timur, Sepang
JAN 2009 – DEC 2009



WORK EXPERIENCES

E-Commerce cum Digital Marketing | Battery4u Sdn Bhd (baterihub.com), Pandan Indah, Kuala Lumpur

AUG 2019 – JAN 2021

Responsibilities:

- Customer service telemarketing Sales (assist sales and enquiry on the phone)
- Manage CMS Website
- Manage and drives ecommerce business through company websites as well as other platforms – Lazada, Shopee
- Analyses ecommerce business success, performance and reporting including web analytics. Uses consumer insights to develop future marketing strategies.
- Work with branding, sales and marketing teams to develop and ensure successful online assortment and sales conversions.
- Ensure timely completions of order fulfillment with logistic, warehouse team and external vendors
- Responsible for ongoing improvements to existing marketplace/Shopee including product layouts, descriptions, images, product displays, product constructs etc.
- Drive online sales throughout the Malaysia markets.
- Identify new trends and opportunities for business growth and implement action plans.
- Ensure all postage tracking code is being updated and send to customers using online system, as well assist packaging team in arranging the shipping label and parcel
- Instrumental in setting up new accounts at various new platforms or marketplaces. Participate in brainstorming and process review sessions to scale up the operations
- Assists on any ad-hoc task as required by department.

Tech Exec. E-Commerce Division | Binwani's Fashion Group, Sentul, Kuala Lumpur

JAN 2019 – APRIL 2019

Responsibilities:

- Website Administration Binwani e-commerce, Dudalina Malaysia, Lustro
- Business e-mail administration and security
- Ensuring all weekly new products are onsite selling on release date and liaising with warehouse and logistic team
- Manage social media and online marketplace through company website and online business platform
- Manage and implement marketing activities and advertisement on social media
- Providing first (1st) level IT software support for Binwani's Fashion Group (HQ), warehouse and outlet
- Liaise and coordinate with user and vendor to enhance CCTV system
- Liaise and plan future marketing plan and execute with graphic designer on specific timeline
- Prepare and blast short messages once a week during promotion season for members and VIP members
- Planning social media update for Instagram and Facebook once a week

Exec. Senior Web Developer | Thunder Match Technology Sdn. Bhd, Kuala Lumpur

JAN 2016 – DEC 2018

Responsibilities:

- Manage and monitor e-commerce website tmt.my for smooth ordering process day-to-day basis
- Advertised, upload and update related equipment online at marketplace - eg Lazada, shoppee
- Attending to all incoming enquiries, complaints, comments, customer feedback and other raising issues related to the company's products via live chat, calls and emails.
- Responsible for stock transfers from warehouse to outlet, ensure stocks are prepared and sent to outlet in timely manner.
- Liaise with outsource tech support for any bugs, error appear on the website by phone call or/and message, e-mail

Personal Development and Achievements:

- Developed customer focus skills i.e. public relation, communication, customer requirement
- Improved communication skills

Exec. Junior Web Developer | Multi Media Synergy Corporation, Kuala Lumpur

JAN 2014 – DEC 2016

Responsibilities:

- Involving in day-to-day operations of the technical aspects of websites and portals including testing, updating, maintaining, and troubleshooting
- Participating brainstorming sessions with business teams to develop and design business related strategies as well as organizing, manipulating, and re-touching digital imagery while maintaining image quality and coloration
- Deciding on how images and other material will be digitally optimized and presented for the web.

Personal Development through Industrial Training:

- Developed in customer focus skills i.e. public relation, communication, customer requirement
- Improved communication skills with colleagues
- Exposure to the use of Microsoft Office and working environment.



SKILLS

- Computer Skills - Microsoft Office; Word, Excel, PowerPoint, Outlook, Remote Desktop
- Website Software – WordPress, cPanel/WHM, WHMCS – Billing and Support, CDN & DNS – Cloudflare configuration, FTP file upload and edit – FileZilla, Business E-mail Administration, PhpMyAdmin – Database Management
- Communication, Marketing, Customer Services
- Marketplace: Lazada, SellerCenter, Shopee Seller Center, Facebook Business Manager, Google Analytics



REFERENCES

Name : Puan Zurina Wong

Position: Senior Admin & Customer Services, Global Energy Battery Sdn Bhd

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Name : Puan Sura

Position: Customer Services, Battery4u Sdn Bhd

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