



MOHAMAD AMIRUL AMRI BIN JANTAN

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Experience 3 Years 6 Months
Current Work FRONTEND DEVELOPER & SUPPORT
Education Multimedia University
Diploma in Information Technology
Nationality Malaysia

EXPERIENCE

**JUNE 2020 – CURRENT
(2 YEARS)**

FRONTEND DEVELOPER & SUPPORT, SHOPPEGRAM SDN. BHD.

- Responsibilities
 1. Theme Maintenance (HTML, CSS, JAVASCRIPT, TWIG)
 - Fix common front-end errors and add new features to the themes.
 - Make sure the themes are user friendly for user to use.
 - Make sure the themes are compatible for all devices and beautiful for user customers.
 2. Website Maintenance (Laravel/Jigsaw, Webpack)
 - Fix common front-end errors of the company website.
 - Update company website to make sure it shows latest info.
 - Make sure the website is not having any speed issues.
 3. Technical support
 - Make sure all the user ticket been replied and solved.
 - Assist user if they are having any issues during their store setup through Livechat, Email & Facebook Group.
 - Create a documentation of the system to ensure that it can assist user during their store setup.
 - Create a Standard Operating Procedure(SOP) reply template to make sure user can be assist more efficiently.
 - Monitor other colleague to make sure they reply user tickets without any issues and difficulties.
 - Make sure during that month there is no customer complaint that haven't been settled.
 4. Others Work
 - Do testing on development site for new features to make sure it have no issues before it can be merge to production site.
 - Guide new colleagues to make sure they are able to understand about company system.
- Accomplishments
 1. Successfully create many documentations and Standard Operating Procedure(SOP) about company features for user to follow.

2. Successfully fixed and found major bugs from the company system. Whether it is front-end related or features related.
 3. Successfully guide new colleagues and user on how to use company system more efficiently.
- Experience Gained
 1. Opportunity to learn how to handle major updates and big projects for the company.
 2. Opportunity to be a facilitator for the user to guide them on how to use company system.

**JULY 2019 – APRIL 2020
(8 MONTHS)**

IT OFFICER, RMF HOLDINGS SDN. BHD.

- Responsibilities
 5. Website Maintenance (Opencart System)
 - Fix common front-end errors of the company website.
 - Make sure the website is user friendly for customer to surf.
 - Make sure the website is not having any speed issues.
 6. Website Maintenance (Firecell System)
 - Monitor stock of all product inside the system
 - Update/Add/Delete product inside the system.
 - Make sure the system is not having any speed issues.
 - Apply voucher/discount/promotion inside the system.
 7. Handle Website, Lazada, Shopee
 - Monitor stock of all product inside Website, Lazada & Shopee of RMF Holdings Sdn. Bhd.
 - Update/Add/Delete product inside website, Lazada & Shopee of RMF Holdings Sdn. Bhd.
 - Apply voucher/discount/promotion inside Website, Lazada & Shopee of RMF Holdings Sdn. Bhd.
 - Reply to all messages from Website, Lazada & Shopee customers.
 - Make sure the decoration of Lazada & Shopee can attract more customer.
 8. Digital Marketing
 - Track end-to-end online sales, trends and customer behavior when go to the company websites or social media and provide key areas for improvement.
 - Work hand-in-hand with the Graphic Designer to launch newsletter campaign.
 - Develop and execute online advertisement campaign (FB Ads) to drive sales for RMF Holdings Sdn. Bhd.
 9. Social Media Management
 - Monitor RMF Holdings Sdn. Bhd. Facebook Pages and Instagram Account.
 - Make sure all the customer comment and chat are already been replied.
 10. Project Manager
 - Handle RMF Holdings Sdn. Bhd. Plans toward achieve their target sales.
 - Make sure all the marketing plan had been finalized and already run during that month.
 - Make sure during that month there is no customer complaint that haven't been settled.

11. Copywriter
 - Develop a content to promote and drive sales towards RMF Holdings Sdn. Bhd.
 - Write content for RMF Holdings Sdn. Bhd FB Ads post and newsletter to drive brand awareness.

12. Common IT Work
 - Make sure sales report is updated by hourly
 - Make sure on every 15th for every month bonus report for agent already been hand over to account department.
 - Make sure to update FB Ads report every day.
 - Make sure to update the google analytics report everyday
 - Install new software to new pc.
 - Fix common hardware or software problem inside the company.

- Accomplishments

4. Successfully learn on how to use Opencart.
5. Successfully customize RMF Holdings Sdn. Bhd. website to make it more user friendly.
6. Successfully run FB Ads based on marketing budget that had been provided by the company.
7. Successfully achieved target sales that was set by the company.

- Experience Gained

3. Opportunity to learn how to use Opencart and Firecell system.
4. Opportunity to learn how to use maximize the use of FB Ads.

DEC 2018 – JUNE 2019

(7 MONTHS)

WEB DEVELOPER/DIGITAL MARKETING, MYHOMEMADEMARKET SDN. BHD.

- Responsibilities

1. Website Maintenance
 - Fix Common Front-end and Back-end errors of the Homemademarket website
 - Re-build login & sign up pages for customer and seller of Homemademarket website so it can be more user friendly.
 - Re-customize the front-end of Homemademarket website and add additional features to it so it can be more user friendly.
2. Shopify Developer
 - Create an apps/plugins using Shopify API for the company website which can show custom delivery rates for the customer to see at the checkout pages.
3. Digital Marketing
 - Track end-to-end online sales, trends and customer behavior when go to the company websites or social media and provide key areas for improvement.
 - Work hand-in-hand with the Graphic Designer to launch newsletter campaign
 - Develop and execute online advertisement campaign to drive sales for Homemademarket.
4. Social Media Management
 - Handle Homemademarket Facebook Pages and Instagram Account.
5. Project Manager

- Handle the operation of Homemademarket booth opening at Sanctuary Mall. Develop and execute a strategy on how to drive sales during the booth opening.
- Handle the operation for Hari Raya Cottage Sales Project. Schedule the delivery timing so it can arrive based on customer expectation. Develop an idea how to drive sales during the project launching date.
- 6. Copywriter
 - Develop a content to promote and drive sales towards Homemademarket.
 - Write content for Homemademarket social media post and newsletter to drive brand awareness.
- Accomplishments
 1. Successfully build an apps/plugins that show delivery rates at the checkout pages for the company and solve their website problems.
 2. Successfully customize Homemademarket website to make it more user friendly.
 3. Optimized Homemademarket digital marketing budget, reducing cost and increase customer engagement on the social media pages.
 4. Optimized & grow Homemademarket social media (Facebook) pages and increase customer/fans engagement.
- Experience Gained
 1. Opportunity to learn how to manage social media pages and advertisement campaign.
 2. Opportunity to learn how to use Shopify and able to use Shopify API to build an apps/plugins.

**MAC 2018 – JUNE 2018
(3 MONTHS)**

INTERNSHIP, MYHOMEMADEMARKET SDN. BHD.

- Responsibilities
 1. Website Maintenance
 - Fix Common errors of the company website and add additional features to the website. Readjust the looks of the website by using Shopify theme editor.
- Accomplishments
 1. Successfully integrate GoGet API with Shopify API.
 2. Successfully write a code using existing apps at Homemademarket Shopify account to make sure it fits custom delivery rates of Homemademarket.
- Experience Gained
 1. Opportunity to learn what is API and how to use it.
 2. Opportunity to learn how to re-customize Shopify Theme using Liquid.

JANUARY 2016 – FEBRUARY 2018

(2 YEARS 1 MONTHS)

FULL TIME/PART TIME BARISTA, STARBUCKS COFFEE

- Responsibilities
 1. Customer service
 - Educate customers on company drink and food menu and make a recommendation based on their preferences.
 - Need to always greet customer as they enter and leave the store.
 - Prepare customer beverages based on the company recipe.
 - Receive and process customer payments.
 2. Others
 - Keep the bar and store area clean.
 - Maintain the stock of clean cups and plates.

- Accomplishments
 1. Successfully able to operate the brewing equipment without any issues.
 2. Successfully maintain good performance and positive feedback from the customers during the time working at the company.

- Experience Gained
 1. Opportunity to learn how to communicate with customers.
 3. Opportunity to learn how Starbucks Coffee company manage their store.

EDUCATION

2016 - 2018

DIPLOMA IN INFORMATION TECHNOLOGY, MULTIMEDIA UNIVERSITY

- CGPA
3.18
- Project
 1. Final Year Project - Build a complete Restaurant Website from scratch using html, css, Javascript , MySql and php programming language.
 2. Build a Library Management System using Visual Studio and Microsoft Access for final semester project.
 3. Design & build the front end of Cinema Website for final semester project.

SKILLS

- Html, CSS & Javascript
- C++
- Java
- MySQL, Php & Php Curl
- Adobe Photoshop | Adobe Premiere Pro | Adobe After Effects | Adobe Illustrati
- Microsoft Office

LANGUAGE

- Bahasa Malaysia
- English

ADDITIONAL INFORMATION

- Other Information
 1. 2015 – 2018
Full-Time/Part Time Barista at Starbucks Coffee Company
- Strength
 1. Multi-Tasking
 2. Working under pressure
 3. Dynamic Team Player
 4. Creative & Efficient

REFERRAL

- Name: Nicole Koh
- Founder of MyHomemademarket Sdn. Bhd.
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