

MUHAMMAD FARIZ IZUDDIN BIN AZHAR

Computer Science

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SUMMARY

Final-year Computer Science student at Universiti Kebangsaan Malaysia (UKM) with a strong foundation in software development, web development, database management, and IT support. Experienced in developing web-based systems, supporting Microsoft Dynamics ERP, handling technical support tickets, and troubleshooting server, network, and user access issues. Skilled in Python, SQL, JavaScript, PHP, Laravel, MySQL, and Supabase. Seeking an **internship** from **August 2026 until December 2026** to apply technical, problem-solving, and system development skills in a professional environment.

EDUCATION

UNIVERSITI KEBANGSAAN MALAYSIA (UKM)

Oct 2024 – present

Bachelor of Computer Science with Honours | CGPA: 3.71 | MUET: Band 4

UNIVERSITI TEKNOLOGI MARA (UiTM)

Oct 2021 – Feb 2024

Diploma in Computer Science | CGPA: 3.74

RELEVANT EXPERIENCE

Credential IT Services Sdn Bhd

March 2024 – Dec 2024

IT Support Technician (Full Time)

- Resolved an average of 5 daily IT support tickets for SME clients by diagnosing technical issues, providing remote and on-site troubleshooting, and restoring access to essential business systems.
- Strengthened secure access management by administering Windows Server and Active Directory tasks, including user account setup, remote access configuration, and permission control.
- Improved business continuity by maintaining client IT infrastructure, resolving recurring system issues, and minimizing disruption to daily operations.

CRT Insights Technologies

Sep 2023 – Feb 2024

Functional Consultant Assistant (Intern)

- Provided first-level Microsoft Dynamics ERP support for internal users and SME clients by resolving system issues, replicating errors, and assisting users during live operations..
- Supported UAT and ERP deployment activities by testing customized modules, validating bug fixes, and coordinating issue escalation with developers.
- Authored detailed user guides and SOPs, enabling smoother ERP implementation and decreasing support ticket volume by 40% through enhanced client understanding.

PROJECTS

Customer Relationship Management System — Nawikh EduHub

Final Year Project

- Developed a web-based CRM system for Nawikh Education company to manage customer records, inquiries, follow-ups, and service data more efficiently.
- Designed and implemented core CRM modules, including user authentication, customer data management, record tracking, and an administrative dashboard.
- Improved customer data organization by applying database management and web development skills to reduce manual tracking and support better customer handling.

Web-Based System Development Projects

Academic Projects

- Built CRUD-based web systems using PHP, Laravel, MySQL, HTML, CSS, and JavaScript to manage structured records and user interactions.
- Implemented authentication, form handling, database storage, update, delete, and search functions to support system management workflows.

Amazon Wireless Earphones Data Engineering Project

Academic Projects

- Developed a Python-based web scraping pipeline using Requests, BeautifulSoup, and Pandas to collect Amazon wireless earphone data, including prices, brands, ratings, reviews, delivery details, and product URLs.
- Cleaned and transformed scraped product data by removing missing values, converting price fields, standardizing product names, and preparing structured CSV files for analysis.
- Analyzed product discount trends by calculating discount percentages and creating visualizations with Matplotlib and Seaborn to compare cleaned data quality and identify top discounted brands.

SKILLS & ABILITIES

Programming & Web

Development : Python, Java, JavaScript(React and Vue), TypeScript, HTML, CSS, PHP, MySQL, PostgreSQL

Data & Analytics : SQL, Pandas, BeautifulSoup, Requests, Matplotlib, Seaborn, Microsoft Excel, Pivot Table

IT Support & System : Microsoft Dynamics ERP, Active Directory, Windows Server, TeamViewer

Tools : Visual Studio Code, GitLab, Docker

Languages : English (Intermediate), Malay (Fluent)

AWARDS & HONORS

2025 Anugerah Dekan, Semester 1 Session 2025/2026
Universiti Kebangsaan Malaysia (UKM)

2024 First Class Diploma Graduate
Universiti Teknologi MARA (UiTM)

CERTIFICATIONS

2025 — CCNA 2: Switching, Routing, and Wireless Essentials
Cisco Networking Academy

2024 — CCNA 1: Introduction to Networks
Cisco Networking Academy

REFERENCES

Name: Ts. Dr Fadilla 'Atyka Nor Rashid
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