WAN NURUL ASMA BINTI WAN BERAHIM



Web & Application Support | IT & Technical Support | 10+ Years Experience
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PROFESSIONAL SUMMARY

Results-driven IT Professional with hands-on experience in web development, application support, technical troubleshooting, website maintenance, system testing, and user support across government and corporate environments. Experienced in Joomla, WordPress, UAT, FAT, website migration, CMS administration, and technical documentation, with involvement in portal deployment and post-go-live support. Strong capability in resolving technical issues, supporting users, and maintaining reliable web platforms. Ready to leverage skills and experience to contribute to digital solutions, application operations, and IT service delivery.

PROFESSIONAL SKILLS

- Web Development
- Website Maintenance
- CMS & Web Portal Administration
- Application Support
- Technical & Customer Support
- Website Troubleshooting
- Functional Testing
- UAT & FAT Coordination
- Website Migration
- Client Communication & Requirements Gathering
- User Training & Knowledge Transfer

TECHNICAL SKILLS

- **Web & CMS Platforms**: Joomla, WordPress, OctoberCMS, BORANG, Open Journal Systems (OJS)
- **Hosting, Server & Deployment**: cPanel, Plesk, Termius (SSH/Remote Server Access), Website Backup & Migration
- **Database Management**: SQL Querying, phpMyAdmin, HeidiSQL, Sequel Ace
- **Development & Web Technologies**: HTML5, CSS3, JavaScript, Bootstrap, Responsive Design
- **Testing & Support**: UAT, FAT, Functional Testing, Helpdesk / Ticketing Systems, Technical Troubleshooting
- **Tools & Collaboration**: Git, GitHub, Jira, Asana
- **Analytics & Monitoring**: Google Analytics, Google Search Console
- **UI/UX & Design**: Figma, Balsamiq, Adobe Photoshop, Adobe Illustrator, Canva

PROFESSIONAL EXPERIENCE

Web Developer Aug 2025 - Sep 2026
Synchronetwork Sdn. Bhd.

- **Application & Technical Support:** Provided application and technical support to government and corporate clients, resolving website and system-related issues.
- **Government & Corporate Projects:** Involved in website development, maintenance and technical support for government clients, including KDN, KKM, Bomba, IPCC, CariLab as well as corporate clients such as MARA Inc., Busana MARA, ITBase, 1AIM and Luminar.
- **Website Troubleshooting:** Investigated website and application issues, identified technical problems and assisted users in resolving them.
- **UAT & FAT Coordination:** Coordinated User Acceptance Testing (UAT) and Factory Acceptance Testing (FAT) with clients and project teams before system deployment.
- **CMS Training & Knowledge Transfer:** Conducted CMS training and Knowledge Transfer sessions for Ministry of Home Affairs (KDN) officers and other government users.
- **Website Deployment & Migration:** Performed website deployment, backup, migration and cPanel server configuration for private-sector projects, while coordinating with the technical team for government project deployments.
- **Technical Documentation & Testing:** Prepared user manuals, technical documentation, UAT and FAT test scripts, testing reports and other project documents to support system implementation and validation.
- **Project Coordination:** Worked with developers, project managers and clients to investigate technical issues and support project delivery.
- **Website Maintenance & Optimisation:** Supported website optimisation, security updates and routine maintenance.

Senior Solution Engineer Jan 2020 - Jul 2025

AIDAN Technologies Sdn. Bhd.

- **Website Development & Application Support:** Developed and maintained 30+ government and corporate web portals, while providing application support for projects including PKNP, JANM, JSM, FELDA, RISDA, KPDNHEP, KPKM, JPK, Perpustakaan Digital ASWARA, and other government agencies.
- **Issue Resolution & Troubleshooting:** Investigated production, website and application issues, identified root causes and implemented solutions to minimise system downtime and maintain system stability.
- **UAT, FAT & System Deployment:** Coordinated UAT, FAT, system deployment and production release activities with clients and project teams. Led Functional Testing, UAT and FAT activities as Module Test Lead and Moderator.
- **Client Solutions & Training:** Worked closely with clients to understand system requirements, provided technical solutions, conducted system demonstrations, user training, webinars and Knowledge Transfer sessions for government users.
- **Technical Documentation & Compliance:** Prepared user manuals, test scripts, technical documentation, sitemaps and compliance documents, including SPLaSK tagging, to support system implementation and testing.
- **Web Development & CMS Customisation:** Developed website interfaces using HTML, CSS and JavaScript for Joomla, WordPress and OctoberCMS projects. Created and customised front-end forms and pages using the BORANG system.
- **UI/UX Design & Website Maintenance:** Designed wireframes and UI mockups for the iManage JANM system using Balsamiq. Supported Joomla and WordPress migration projects, website maintenance and post-go-live technical support.

Web Developer Jan 2018 - Dec 2019

AIDAN Technologies Sdn. Bhd.

- **Web Development & CMS Customisation:** Developed and customised Joomla and WordPress websites, templates and portals based on client requirements.
- **Front-End Development & Responsive Design:** Designed and developed website interfaces using HTML, CSS and JavaScript, ensuring mobile responsiveness and user-friendly layouts.
- **Website Maintenance & Content Management:** Managed website content, updated system features and performed routine maintenance to keep websites functional and up to date.
- **Website Testing & Quality Assurance:** Conducted Functional Testing, User Acceptance Testing (UAT) and Final Acceptance Testing (FAT) to ensure website functionality and quality.
- **Client Support & Technical Documentation:** Prepared technical documentation and user manuals, conducted client training and provided technical assistance and post-go-live support.
- **Website Development Achievement:** Successfully developed and maintained 10+ live websites, including the company website.

EARLIER CAREER EXPERIENCE

Customer Care Executive Oct 2016 - Dec 2017

AIDAN Technologies Sdn. Bhd.

- **Customer & Technical Support:** Provided first-level application and technical support to government clients, assisting users with website and system-related issues.
- **On-Site Technical Support:** Provided on-site technical support at Suruhanjaya Koperasi Malaysia (SKM) for six months, troubleshooting system issues and assisting users directly at client premises.
- **Helpdesk & Issue Resolution:** Handled helpdesk requests, investigated technical issues and coordinated with internal teams to ensure timely resolution.
- **CMS & Website Content Management:** Managed website content updates using CMS platforms and provided basic system support for government portals.
- **Technical Documentation & Compliance:** Prepared project documentation, including sitemaps, content checklists, PROBE checklists, SPLaSK checklists and SPLWDT submissions.

IT & Multimedia Officer Sep 2015 - Aug 2016

Nakiwa College of Entrepreneurship

- **Website & System Management:** Managed the college website, social media accounts and internal systems to support smooth daily operations.
- **IT Support & Troubleshooting:** Provided basic IT support and troubleshooting for computer, software and system-related issues.

- **Multimedia Production:** Produced corporate videos, montages and multimedia materials for internal and external communications.
- **Graphic Design & Marketing Materials:** Designed banners, flyers, student matriculation cards, company profiles and bulletins for marketing and promotional purposes.
- **Proposal & Client Presentation:** Prepared proposals and presented products and services to potential clients.

EDUCATION

Bachelor of Multimedia (Hons) 2015
Universiti Utara Malaysia

Diploma in Information Technology (Programming) 2010
Politeknik Sultan Mizan Zainal Abidin

CERTIFICATES & TRAINING

- Tenaga Pengajar: Kursus Pengurusan Sistem Kandungan Portal Rasmi KDN bersama Content Manager, 7–8 Julai 2026, Kementerian Dalam Negeri.
- Kelas Mastery Jaguh Canva Sesi 2026 (Asas & Mahir)
- Kursus Pentadbiran IT
- Kursus Sistem Pemantauan Laman Web dan Servis Kerajaan (SPLaSK) Joomla
- Joomla Trainer Certificate
- Executive Development, STAR Programme

VOLUNTEER EXPERIENCE

- **Committee Member | Conference for Government ICT Officers of Malaysia (ConFIG Malaysia) – 2019**
  Assisted in coordinating conference activities and supporting event operations involving government ICT officers.