

MUHAMMAD ERFAN SYABIL BIN ESA

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SUMMARY

I am a recent Software Engineering graduate from UTM with a strong passion for problem-solving and analytical thinking. I thrive in collaborative, team-oriented environments and enjoy engaging with diverse groups of people. My experience in the F&B industry has equipped me with the ability to stay composed under pressure, adapt quickly, and maintain a high level of performance in fast-paced settings. I am highly motivated to apply my technical knowledge and soft skills to contribute effectively and grow within a dynamic IT organization.

WORK EXPERIENCE

System Analyst (Intern), HeiTech Padu Berhad

Sep 2025 - Feb 2026

- Prepared, reviewed, and maintained Software Design Specification (SDS) documentation
- Analyzed system requirements to ensure accuracy and consistency in documentation
- Updated SDS based on Borang Maklum Balas (BMB) feedback and system changes
- Ensured alignment between documented functionalities and actual system design
- Verified requirement traceability to support system integrity and compliance
- Improved overall documentation quality in accordance with project standards
- Strengthened system analysis skills and gained hands-on experience in technical documentation within a government-related IT project environment.

Research Assistant, iCARE

Nov 2024 - Feb 2025

- Prepared detailed project activity reports using provided samples and guidelines.
- Analysed survey data in Excel, ensuring accuracy and deriving actionable insights.
- Supported project coordination, including organising project-related activities and assisting with tasks under the Application Development(AD) Service Learning Malaysia (SULAM) course.
- Contributed to administrative and operational tasks to ensure smooth project execution.

Intern , Global Elite Ventures Sdn. Bhd.

Jan 2023 - April 2023

- Assisted in implementing hardware and software installations.
- Performed on-site software configurations on computers and laptops.
- Diagnosed hardware and software issues and conducted troubleshooting.
- Managed hardware/software inventory and conducted regular maintenance.
- Configured printers, scanners, and other devices to identify damage causes.
- Supported network-related tasks and manual documentation for training.

Service Crew , Burger King and Kaiju Crunch Lotus's Bandar Bukit Puchong

Jan 2019 - July 2022

- Provided excellent customer service by serving food and beverages.
- Ensured a pleasant dining experience by efficiently serving customers.

EDUCATION

Bachelor of Computer Science (Software Engineering) With Honours	Oct 2023 – July 2026
Universiti Teknologi Malaysia (UTM), Skudai, Johor	
Current CGPA: 3.87	
Diploma in Computer Science (Information Technology)	June 2020 – May 2023
Universiti Teknologi Malaysia (UTM), Kuala Lumpur	
CGPA: 3.99	

PROJECTS

Co-Curriculum Activity Management Systems (CCAMS)	2024
- Developed a co-curriculum activity management system for SMK Puchong Utama 1. - Collaborated with the Co-Curriculum Committee for requirements and real-world application - Developed using the Laravel framework and MySQL for the database.	
TV Pusat Sumber Sekolah Management System (TVPSSMS)	2024
- Developed a prototype for a multimedia content activity management system using Figma. - Collaborated with the Kementerian Pendidikan Johor for requirements analysis and gathering.	
Food Review Mobile Application (MAPPO)	2025
- Developed a food review mobile application. - Developed using Flutter framework.	

EXTRA-CURRICULAR ACTIVITIES

Participant – Huawei Training Webinar, The Future of Mobile App Industry	2017
UTM Kuala Lumpur, UTM KL	
Champion – SUKAN SAINS KOMPUTER 2023 (SUSKOM' 23)	2023
Faculty of Computing, UTM JB	
Participant – UNIFORM BODIES, CLUBS & SOCIETIES EXHIBITION (UNBOCS)	2024
UTM JB	
Champion – SUKAN SAINS KOMPUTER 2024 (SUSKOM' 24)	2025
Faculty of Computing, UTM JB	

TECHNICAL SKILLS

- Web development** using HTML, JavaScript, PHP, CSS, Laravel, Bootstrap, Spring Suite
- Mobile Application Development** using Flutter
- Agile Development** using JIRA
- Data analysis** using R Studio

ADDITIONAL INFORMATION

- Languages:** English (Fluent), Malay (Native)
- Certifications:**
- Design Thinking for Entrepreneur
- OSHE for Engineering Industry and Laboratory
- Quality Management for Built Environment and Engineering Professional