

MUHAMMAD ZULHUSNI IRFAN

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SUMMARY

Results-driven Computing Science graduate with hands-on experience in full-stack web development (Laravel, PHP, Python), enterprise IT support, and systems maintenance. Proficient in managing cloud workflows and productivity suites (Microsoft 365 & Google Workspace) alongside practical skills in hardware/software troubleshooting, logic-based AI systems, and Cisco networking fundamentals. Adept at delivering efficient IT support, operational compliance, and technical problem-solving for dynamic IT environments.

WORK EXPERIENCE

Part-Time Assistant Manager Chacha Mommy Rich Empire Distributor (Haos Ek? Selangor) **March 2024 - May 2024**

- Manage and make a content for promotions Haos Ek? product
- Handle Report for Stock In and Out

Junior Barista Bungkus Kaw Kaw Jaya Shopping Centre Branch **May 2024 - August 2024**

- Customer Service & Efficiency: Delivered fast and accurate service in a high-volume, fast-paced environment, ensuring customer satisfaction.
- Time Management: Managed tight deadlines and peak-hour rushes efficiently while maintaining product quality and cleanliness standards.
- Team Collaboration: Cooperated effectively with kitchen and service crews to streamline daily store operations.

Kitchen Crew Taco Bell IOI MALL DAMANSARA Branch **October 2025 - Disember 2025**

- SOP Adherence & Quality Control: Followed strict global brand guidelines and SOPs for food preparation, safety, and hygiene standards.
- Fast-Paced Operations: Maintained high efficiency and accuracy in preparing orders during peak hours under tight time constraints.
- Inventory & Waste Management: Assisted in monitoring kitchen inventory and minimizing food waste through proper portion control.

INDUSTRIAL TRAINING EXPERIENCE

IT Support & Maintenance Open Distance & Learning (ODL), UKMShape, Universiti Kebangsaan Malaysia **August 2026 - November 2026**

- Web Maintenance & Operations: Maintained and optimized the official Open and Distance Learning (ODL) website, ensuring content accuracy, high availability, and seamless user experience.
- Portal & Guide Development: Designed, structured, and updated a dedicated resource site/portal providing comprehensive onboarding guides and learning pathways for ODL students.
- Virtual Learning Technical Support: Coordinated and scheduled synchronous virtual classroom sessions, providing real-time technical setup, session moderation, and post-class media management (recording, editing, and digital archiving).
- End-User IT Support & Collaboration Tools: Provided direct technical assistance to academic staff and students for software, audio-visual, and learning portals; leveraged Microsoft 365 and Google Workspace to organise administrative assets, schedule live sessions, and streamline documentation workflows.

PROJECTS

- **Digital Portfolio Site |https://sites.google.com/view/zulhusniportfolio/home**
  - Developed and designed a personal portfolio website showcasing academic software projects, web applications, and system development documentation.

- **Final Year Project on "Class Of Iqra Al-Mubarak (COIA) Management System | https://github.com/kl2408016855-beep/COIA-SYSTEM.git**
  - Engineered a full-stack web-based management system using PHP and the Laravel framework to streamline administrative operations, class schedules, and student records.
  - Designed and optimized a relational MySQL database schema with Eloquent ORM to replace manual record-keeping and maintain data integrity.
  - Implemented core features including role-based access control, student enrollment, attendance tracking, and reporting modules.
  - Built an intuitive, responsive front-end interface using custom CSS, HTML5, and JavaScript to deliver an efficient user experience for administrators and instructors.

- **UPTM Bizz Mobile App | https://github.com/kl2408016855-beep/uptmbizz.git**
  - Developed and deployed a mobile application aimed at centralizing campus business listings, promotions, and services for UPTM students and local entrepreneurs.
  - Designed an intuitive user interface (UI/UX) to facilitate seamless browsing of student vendor directories, product catalogs, and contact details.
  - Implemented core application logic and data management to ensure responsive navigation, reliable data retrieval, and consistent user experience across devices.

- **Cloud Project " OGN Portfolio" | https://github.com/kl2408016855-beep/ogn-portfolio.git**
  - Designed and developed a responsive personal portfolio website to showcase software engineering projects, web applications, and technical system documentation.
  - Configured cloud deployment and CI/CD pipelines via Netlify/Cloud Hosting, ensuring high availability, automated build workflows from GitHub, and zero-downtime updates.
  - Built a mobile-first, modern UI using HTML5, CSS3, and JavaScript, optimizing page load speed, asset delivery, and cross-browser accessibility.

- **Medical Diagnosis & Treatment Expert System | SWI-Prolog, Logic Programming, AI & Knowledge Engineering**
  - Developed a clinical decision support and triage expert system in SWI-Prolog to automate disease diagnosis and recommend clinical treatment protocols based on patient symptoms.
  - Modeled the clinical diagnostic process as a Constraint Satisfaction Problem (CSP) using production rules (Horn clauses) and declarative facts to map symptom-disease correlations.
  - Engineered an inference engine using backward chaining and negation-by-failure (\+) to perform differential diagnosis across overlapping conditions (Flu, COVID-19, Common Cold, Allergies) and handle critical emergency overrides.
  - Implemented dynamic memory handling (assert/retractall) to store real-time user inputs and output deterministic medical advice with zero state leakage.

RESEARCH & CASE STUDIES

Case Study: Cybersecurity Governance & Computing Ethics | Data Protection, Cloud Security, ACM Code of Ethics

- ***Academic Research Project — Ethics in Computing (ITC2323)***
  - Conducted an in-depth case study on the 2016 Uber data breach and executive cover-up, analyzing operational security failures that exposed 57 million users via hardcoded cloud credentials.
  - Evaluated regulatory and ethical compliance against the ACM Code of Ethics and global data privacy notification frameworks (FTC and state breach regulations).
  - Formulated technical guardrails and governance recommendations, emphasizing automated secret scanning in CI/CD pipelines, mandatory Multi-Factor Authentication (MFA), and ethical incident disclosure workflows.

Shopee E-Commerce Interface Redesign (UI/UX) | UI/UX Design, Human-Computer Interaction (HCI), Wireframing & Usability Testing

- ***Academic Project — Human Computer Interaction (MMC 1223/1123)***
  - Redesigned end-to-end e-commerce user flows (Login, Category Discovery, Cart, Checkout, Order Tracking) to reduce cognitive load and enhance purchase efficiency.
  - Applied core HCI cognitive principles, including visual hierarchy, perception & recognition, and decision-making frameworks, to eliminate interface clutter and improve navigation for diverse user demographics.
  - Streamlined user journeys and interaction patterns, integrating intuitive QR-code authentication, simplified cart cost-breakdown tables, and prominent visual feedback indicators.
  - Formulated a comprehensive usability evaluation framework combining Likert-scale user questionnaires and observational usability testing (Think-Aloud Protocol) to validate task completion and user satisfaction.

EDUCATION

DIPLOMA IN COMPUTING SCIENCE **Aug 2024 - Nov 2026**
University Poly-Tech Malaysia

- Major in Software & Mobile Development, Networking , Server and also Cybersecurity.
- Final Year Project on "Class Of Iqra Al-Mubarak (COIA) Management System" that have been collab with Jabatan Agama Islam Selangor.
- Link GitHub Project: https://github.com/kl2408016855-beep/COIA-SYSTEM.git

SIJIL PELAJARAN MALAYSIA **Jan 2019 - March 2024**
SMK SEKSYEN 8 KOTA DAMANSARA

- Major in Science Stream.

TECHNICAL SKILLS

- Programming & Scripting Languages: PHP, Python,,Java, Flutter, JavaScript, HTML5, CSS3, Prolog (SWI-Prolog), Linux, NodeJS
- Frameworks & Web Technologies: Laravel, Streamlit, Bootstrap / Tailwind CSS, RESTful APIs, Blade Templating
- Artificial Intelligence & Logic Systems: Rule-Based Expert Systems, Constraint Satisfaction Problems (CSP), Knowledge Representation, Generative AI Tools, Prompt Engineering
- UI/UX Design & Human-Computer Interaction (HCI): User-Centered Design (UCD), Wireframing & Prototyping, Usability Testing, Cognitive Walkthrough, Canva
- Cybersecurity, Networking & Governance: Network Fundamentals, Routing & Switching (Cisco), TCP/IP, Cloud Secret Management, Data Privacy Best Practices (ACM Code of Ethics)
- Cloud, Web Hosting & Deployment: Netlify, InfinityFree, Web Hosting Management (cPanel/FTP)
- Platforms, CMS & LMS: Moodle (E-Learning Administration), Wix
- Developer Tools & Version Control: Git, GitHub, VS Code
- Office & Productivity Tools: Microsoft 365 (Word, Excel, PowerPoint), Google Workspace (Google Docs, Sheets, Forms, Drive, Sites).
- IT Support & Operations: Hardware/Software Troubleshooting, OS Maintenance (Windows & Linux), Virtual Conferencing Setup & Moderation (Zoom, Google Meet, Teams), User Technical Support, Network Fundamentals.

LANGUAGES

- Malay: Native / Fluent
- English: Professional Working Proficiency
- Mandarin: Elementary / Basic Proficiency (Academic Excellence / Grade A at Diploma Level)

CERTIFICATIONS

- Cisco Certified: CCNA: Introduction to Networks — Cisco Networking Academy

ADDITIONAL INFORMATION

- **Training:** Digital Transformation Course (Kursus Transformasi Digital) – Universiti Kebangsaan Malaysia (UKM)
- **Awards/Activities:** Actively participated in the UPTM program, promoting entreneurship at student and also become a UPTM representive Honour Of Kings mobile games for ACS EDU Tour Season 4

REFERENCES AVAILABLE UPON REQUEST