


Elisha Labang

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Summary

Experienced Software Developer and IT Engineer with 8+ years of experience. Leverages technical, analytical and problem-solving skills to create dynamic websites and web applications. Accustomed to handling IT support, managing IT projects, and supporting various engineering departments with IT tools and applications.

Expertise : PHP Laravel, MySQL, Web Technologies, HTML5, CSS3, JavaScript, jQuery, AJAX, Bootstrap, WordPress, Google Analytics, CMS Tools, Windows Systems, IT Troubleshooting & Problem Solving, Onsite & Remote Technical Support, LAN & WAN Connectivity & Maintenance, Computer Hardware Systems & Components, Communication & Interpersonal Skills

Experience



Software Developer & IT Manager

Labang Enterprise (Hotel / Hospitality | IT Solutions)

May 2020 - Present (2 years 9 months)

Responsibilities:

- Reporting directly to the Senior Manager.
- As Head of the IT Department, I am responsible to drive the company's digital transformation.
- Provide software development for the in-house application system and that includes the configuration, maintenance and troubleshooting of the application system.
- Participated in preliminary server, network, and infrastructure planning.
- Prepared project schedules, timelines and progress updates.
- Worked to constantly improve information technology systems, infrastructure, security, backup and disaster recovery.
- Researching, evaluating and analyzing technology needs to support business requirements.
- Take responsibility for customer escalations and act as an escalation point.
- Provide general support for IT hardware, peripherals, network connections, and external software.
- Monitor and maintain proper inventory records of IT equipment and related IT assets.

Experience:

- Developed the LabangLonghouse website using WordPress for its robust integrated security features.
- Successfully restructured our online presence through social media networks and digital marketing avenues, giving it more exposure and a fresh new feel.
- Reviewed SEO and meta titles and descriptions to ensure they are as effective as possible.
- Ensured that the website domain name is renewed yearly and that regular software updates and security patches are installed.
- Ensured network security by monitoring network access and performing evaluations.
- Developed, maintained & enhanced websites for our client websites by providing content updates & new functionality enhancements.
- Collaborated with 3rd party IT vendors to ensure that software and hardware are properly installed and maintained at various government agencies.

Web Application Developer & IT Engineer

Arcortus Systems Sdn Bhd

Oct 2018 - Apr 2020 (1 year 7 months)

Responsibilities:

- Full Stack Web Application Developer
- Worked closely with Business Analyst and provide technical advice during requirements gathering phase.
- Oversaw the scheduling of project milestones and coordinated with clients on any proposed changes or challenges to be overcome.
- Involved in task discussion together with the team lead, system engineer & project manager.
- Maintain & enhance existing client websites by providing content updates & new functionality enhancements.
- Work closely with designer and business development to achieve the best possible results from conception right through to delivery.

Experience:

- Developed the Arcortus website using LAMP Stack.
- Lead a team of developers to create web applications for clients.
- Involved in front-end & back-end development.
- Solved problems and incident requests, e.g., (bugs of the system) raised by clients.
- Developed change requests (enhancements to the system).
- Provided support and offsite service maintenance of computer systems / IT infrastructure within the company.

Application Engineer & IT Engineer

MSNI (M) Sdn Bhd (E-commerce)

Feb 2016 - Sep 2018 (2 years 8 months)

Responsibilities:

- Designed and developed websites for clients on a contract basis.
- Specialized in Event Management, F&B and Ecommerce websites.
- Provided technical advice during project requirements gathering phase.
- Developed project scopes and created concepts.
- Maintained schedules and assured timely delivery of projects.
- Communicate with clients to obtain more information and to discuss design options.
- Responsible for managing all local IT support involving clients & partners.

Experience:

- Designed, built and maintained a server used for the internal helpdesk ticketing web system for the customer service department.
- Involved in the development and customisation of the helpdesk ticketing system.
- Collaborate with UI/UX designers to create clean, simple interfaces for intuitive interactions and experiences for the mobile applications.
- Carry out quality assurance tests to discover errors and optimize usability.
- Hands-on open source CMS such as Opencart, osTicket & Wordpress.
- Assigned (3) I.T interns to manage. Helped & guided them by providing solutions & suggestions.
- Performed routine maintenance of computer systems / IT infrastructure within the company.

PHP Developer & IT Engineer

MyServices (IT)

Sep 2014 - Sep 2018 (4 years 1 month)

Offered PHP Developer job at conclusion of 6 month internship.

Responsibilities:

- Worked closely with senior developer and learned advanced project management skills.
- Joined client meetings to learn about the development of project scopes as part of requirements gathering.
- Enhance existing micro-site by fixing defects or developing new features into site.
- Periodic maintenance and backup of the company local SVN repository server.

Experience:

- Hands-on learning of front-end & back-end skills such as HTML5, CSS3, JavaScript, jQuery, Bootstrap, AJAX, PHP & MySQL.
- Gained knowledge with the Laravel framework.
- Learned source code management & version control systems, e.g., GitLab, GitHub & SVN repository.
- Involved in a proof of concept (POC) project for client.
- Supported the SIT and UAT testing of projects.
- Performed website design and development for clients in diverse fields such as Law, Ecommerce, F&B, and Tourism.

Education



Management and Science University

Bachelor's (Honours) Degree in Computer Science, Majoring in Computer Forensics

2009 - 2015

CGPA 2.31



Mukah Sarawak Polytechnic (PMU)

Certificate in Information Technology, Precursor to Diploma in IT (Digital Technology)

2006 - 2008

CGPA 3.31



Sekolah Menengah Teknik Miri (SMTM)

Malaysian Certificate of Education (SPM), Course of Study: Computer Programming

2004 - 2005

Skills

PHP • Laravel • HTML5 • MySQL • Cybersecurity • Web Development • Software Development • Cascading Style Sheets (CSS) • JavaScript • Computer Hardware Troubleshooting