

LUQMAN NURHAQIM

Product QA & Support Operations Executive

Subang Jaya, Selangor | 01110162542

luqmanhaqim27@gmail.com | Linked in: [Click Here](#)



EDUCATION

Politeknik Seberang Perai

2015 - 2018

Diploma in Islamic Banking and Finance

CGPA: PASS

WORK EXPERIENCE

Livestream Assistant (Backend Operations) | Shopee Malaysia

Jan, 2023- Aug, 2025

- Coordinated livestream campaign execution by setting up vouchers, homepage assets, and in-app tools, ensuring seamless and engaging user experiences.
- Performed UAT testing on new livestreaming features and microsites, identifying bugs prelaunch and improving platform usability.

Livestream Logistics Analyst & Communications | Shopee Malaysia

Dec, 2021 - Jan, 2023

- Analyzed livestream logistics performance and supplier data to identify cost-saving opportunities, contributing to improved campaign efficiency.
- Reported on key livestream KPIs and transportation metrics, enabling data-driven decisions that supported business growth strategies.

DevOps Test Engineer | Accenture Malaysia

Jan, 2021 - Dec, 2021

- Conducted rigorous end-to-end testing across iOS, Android, and Web platforms in an Agile environment, ensuring defect-free product releases.
- Validated content moderation tools during UAT phases, helping stakeholders confirm deployment readiness and improve system stability before launch.

Customer Service Executive (Call Centre) | Touch 'n Go

Nov, 2020 - Jan, 2021

- Resolved over 60 customer inquiries daily by delivering timely and empathetic assistance, contributing to consistently high satisfaction scores.
- Improved service continuity by accurately guiding users through technical and account-related issues, reducing follow-up calls and support delays.

Executive Customer Service Associate | Shopee Malaysia

Oct, 2019- Oct, 2020

- Reduced dispute resolution backlog by collaborating with logistics and payment teams, accelerating case closures and improving customer trust.
- Managed cross-border issues with Shopee China by leveraging tool like Salesforce and DRC, enhancing communication flow and reducing delivery delays.

TRAINING

SQL Basics Certificate of Completion | Synergy Training & Consultancy **Sept, 2024**

- Completed foundational SQL training covering data querying, filtering, and table management, building essential skills for data handling and reporting.
- Applied SQL commands in hands-on exercises to extract insights from datasets, improving data literacy for analysis and business decision support.

ACHIEVEMENT

Prevented Major Campaign Bug in Shopee Livestream | Shopee Malaysia **2023 - 2024**

- Identified and escalated a critical UAT bug that blocked voucher visibility on mobile homepage banners; collaborated with the tech team to resolve the issue before launch, resulting in a 20% increase in voucher redemptions.

Proactively Resolved Livestream Checkout Issue | Shopee Malaysia **2023 - 2024**

- Detected a malfunction in the “Add to Cart” button during campaign testing; supported a quick resolution that preserved user experience and prevented loss in sales conversions.

Streamlined Dispute Resolution with High Accuracy | Shopee Malaysia **2019- 2020**

- Managed up to 500 customer dispute cases daily with 100% accuracy, contributing to faster resolution times and enhanced trust in Shopee’s support services.

SKILLS

- **UAT & QA Testing** | Jira | Expert Data Analysis | Excel, Salesforce, DRC | Intermediate **Campaign & Content Management Systems** | CMS tools, Shopee Live CMS | Intermediate **Microsoft Office Suite** | Word, Excel, PowerPoint, Outlook | Expert

ADDITIONAL INFORMATION

- **Bahasa Melayu** | Full Professional Working Proficiency
- **English** | Basic Working Proficiency

REFERENCES

Akmal Azman
Assistant Manager
Shopee Malaysia
+60 18-981 3062

Hafez
Quality Assurance
Shopee Malaysia
+60 17-905 45532