

Cyril Alvin

Operations Associate

CONTACT

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PROFESSIONAL EXPERIENCE

Operation Associate | 2025–Current

Proxymity.io

- Grew with the Malaysian division from the ground up, establishing the foundational infrastructure and knowledge systems for the region as a Pioneer team member
- Technical Optimization: Engineered custom automation scripts and Machine Learning integrations that eliminated operational redundancies and maximized platform throughput.
- Collaborated in cross-functional teams to launch high-stakes Proxy Voting platforms, scaling quality through rigorous error analytics and training programs.

Corporate Accounts Manager | 2024–2025

Corpacer Sdn Bhd.

- Drove revenue expansion by capturing new market share and scaling high-value accounts through aggressive outreach and relationship building.
- Relationship Catalyst: Cultivated deep-tier partnerships with C-suite decision-makers, leveraging "Legendary Service" to anticipate needs and deliver bespoke business solutions.
- Performance Consultant: Orchestrated high-impact sales presentations and data-driven account reviews to ensure consistent goal attainment and long-term client retention.

Project QA | 2022–2023

Bytedance Malaysia

- Directed ByteDance vendors to hit critical go-live deadlines while integrating Machine Learning models to optimize team output.
- Quality management with rigorous error analysis frameworks and product knowledge testing that institutionalized 98% operational accuracy.
- Built the foundational knowledge base from scratch, with the team, centralizing complex technical SOPs into a single, scalable reference source.

EDUCATION

UCSI University | 2017–2020

Diploma of Culinary Arts

- GPA: 3.5

MILESTONE

2021 – Promoted to QA for Shopee within 7 months of joining Transcosmos Sdn Bhd.

2022 – Maintained 98.5% Audit Accuracy across high-frequency AI/ML datasets in Bytedance

2023 – Best New Hire Nomination at ByteDance for QA Excellence.

FUNCTIONAL TOOL-KIT

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| • A proven fast learner | • SQL & Python | • AWS Cloud |
| • Team player | • Microsoft Office | • Canva Design |
| • Adaptable | • Confluence & Jira | • Quality Analysis |
| • Negotiations and Sales | • Zendesk & Pega | • Marketing Content |
| • Customer Service | • Kibana (ELK) | • Video Editing |
| • Fluent in English and Malay | • Project Mgmt | • Training & Dev |
| • Conversation Mandarin | | |