



Nur'Iman Ariff

BUSINESS ANALYST · SYSTEMS & DELIVERY

● Available immediately

CONTACT

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📍 Singapore

CORE SKILLS

Requirements analysis
Systems analysis UAT / SIT / ORT
Stakeholder liaison API integration
Batch processing

TECHNICAL

Java SE / EE Python JavaScript
C# MVC5 Node.js AngularJS
Oracle / MSSQL Proxmox
Docker / LXC VLAN / networking
n8n automation

CERTIFICATIONS

Project Management Professional (PMP)
PMI · 2023 · Credly verified
PMI Agile Certified Practitioner (PMI-ACP)
PMI · 2023 · Credly verified
Professional Scrum Master I (PSM I)
Scrum.org · 2023 · Credly verified
Epic Bridges · Chronicles DB · Interconnect
Programmer certs · Synapse

BCLS & AED Certified
SCDF · 2017

LANGUAGES

English & Malay (bilingual)

// PROFILE

Senior IT professional with 7+ years bridging business needs and working systems across Singapore's public sector — IRAS, the Health Promotion Board, and national healthcare at Synapse. NUS Computing honours graduate (Information Systems, Information Security) with PMP, PMI-ACP and PSM I. A **Business Analyst** by profession and an infrastructure engineer by obsession: I design and run a production-grade self-hosted homelab at home, for the love of the craft.

Experience

Career Break — Family Caregiving

Jul 2025 — Present

Full-time caregiving for family; kept skills current through self-hosted infrastructure, automation and AI-agent projects (Proxmox, MCP, local LLMs).

Senior System Analyst

Feb 2023 — Jul 2025

Synapse Pte Ltd — Singapore's national HealthTech agency

- Analyst bridging clinical users and engineering across pharmacy and health-record platforms — IPHARM, IPAS and NEHR — serving institutions including Tan Tock Seng Hospital and NHG Polyclinics
- Turned user-reported problems into root-cause analysis and system recommendations that resolved recurring business issues
- Resolved incidents within a 3-working-day SLA, partnering with stakeholders to define and deliver solutions
- Automated HL7/XML message archiving across 150+ national healthcare interfaces (Caché + Perl) — running off-peak to secure personal health data with public/private-key encryption, replacing manual per-interface archiving with a verifiable, no-loss process

Application Consultant

Mar 2018 — Jul 2022

NCS Pte Ltd — Health Promotion Board

- Gathered requirements and delivered new system functionality for Health Promotion Board applications
- Owned root-cause analysis and resolution within agreed response times
- Led data preparation and multiple UAT cycles with end users through to sign-off
- Kept services running by monitoring daily batch-job processing and issue tracking

Business Attachment — API & Integration

May — Oct 2017

Inland Revenue Authority of Singapore (IRAS)

- Helped deliver automated pre-filling of self-employed persons' (SEP) income — primarily ride-hailing drivers — via a public tax API, using authoritative platform data instead of self-reported figures to improve accuracy and compliance
- Built the interface logic that verifies and validates data submitted by intermediaries
- Performed SIT / UAT / ORT testing with end users; worked on batch jobs and JCL for backend processing

Education

National University of Singapore

2014 — 2018

Bachelor of Computing (Honours, Merit)

Major in Information Systems, specialising in Information Security · Certificate of Merit in IS Management & ICT Solutioning

Nanyang Polytechnic

2011 — 2014

Diploma with Merit in Business Informatics

Director's List, 4 semesters

Millennia Institute

2005 — 2007

GCE 'A' Levels

5 credits: General Paper, Malay, Mathematics, Economics, Physics

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