

Haffis Harun

TRAVEL TECHNOLOGY | TECHNICAL SOLUTIONS | PARTNER OPERATIONS

Technical solutions professional with 7+ years of experience supporting API-driven travel technology platforms, partner connectivity, production troubleshooting, and technical escalations. Experienced in investigating complex integration issues using API analysis, SQL, logs, monitoring tools, and system-level troubleshooting while coordinating resolution across Product, Engineering, Integration, and Operations teams. Strong background in OTA operations, partner support, incident management, and global stakeholder collaboration.

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EXPERIENCE

Connecting Software Jun 2026 – Present
QA Analyst & Tech Support

- Perform **QA** and **integration testing** for SaaS solutions, including functional, regression, and API testing.
- Troubleshoot** application, integration, and environment issues while collaborating with engineering teams to verify fixes and ensure product quality.
- Support technical inquiries related to product functionality, APIs, and integrations.
- Utilize tools such as **Azure**, **Azure DevOps**, **SQL**, and **Chrome DevTools** during testing and technical investigation.

Expedia Group Aug 2018 – Apr 2026
Technical Solutions Analyst

- Investigated and resolved complex production and integration issues across API-driven platforms and partner connectivity systems.
- Managed high-priority partner escalations and coordinated issue resolution across Product, Engineering, Integration, and Operations teams.
- Analyzed API responses, integration flows, logs, and data mismatches to identify root causes and implement corrective actions.
- Performed SQL analysis and data validation to investigate issues involving reservations, inventory, rates, and availability.
- Monitored production environments using **Kibana**, **Datadog**, **Splunk**, and **Querybook** to ensure system stability and proactively detect incidents.
- Created technical findings, support documentation, and knowledge base articles to drive continuous improvement and enable global teams.
- Collaborated with stakeholders across Asia, Europe, and the Americas to deliver solutions and drive operational excellence.

EARLIER EXPERIENCE

RHB Banking Group	Recruitment Specialist	Jun 2016 – Aug 2017
CXL Group	Talent Acquisition Specialist	Oct 2014 – Jun 2015
U Mobile	Customer Service	Dec 2017 – Aug 2018
YTL Communications	Customer Advocate	Apr 2014 – Oct 2014
VADS Berhad	Customer Service	May 2012 – Apr 2014

Earlier experience spanning customer service, recruitment, stakeholder coordination, and customer-facing operations.

SELECTED TECHNICAL PROJECTS

- Eir Support / Technical Workspace (Personal Project)**
Designed and developed a web-based technical workspace featuring task management, troubleshooting documentation, AI-assisted workflows, and API integration experimentation.
- Respond.io API Integration Prototype (Personal Project)**
Built an integration prototype exploring Respond.io APIs, authentication, messaging workflows, and web app integration as a hands-on study of customer communication platform architecture.
- Ragnarok Online Server Development (Personal Project)**
Developed and maintained a customized private game server involving gameplay systems, NPC scripting, database configuration, server-side logic, and infrastructure troubleshooting.

CORE COMPETENCIES

Travel & Partner Operations

OTA Operations • Partner Support
Reservations • Booking Lifecycle
Inventory • Rates & Availability
Connectivity

Technical & Integration

REST APIs • JSON • SQL
API Troubleshooting • Data Analysis
Partner Integrations • System Monitoring

Incident & Stakeholder Management

Incident Management • Root Cause Analysis
Escalation Management • Stakeholder Management
Cross-functional Collaboration
Technical Documentation

Tools & Platforms

Kibana • Datadog • Splunk • Querybook
Salesforce • Jira • Excel / Google Sheets
Chrome DevTools • Azure • Azure DevOps

EDUCATION

Executive Diploma
Human Resource Management
University of Malaya

ADDITIONAL INFORMATION

- Fluent in English and Malay
- Strong interest in Travel Technology, API integrations, and SaaS solutions
- Open to hybrid, remote, and onsite opportunities

LINKS

LinkedIn
[linkedin.com/in/haffis-harun](https://www.linkedin.com/in/haffis-harun)

Digital Resume
eireventyr.com/resume/

Projects
projects.eireventyr.com/