

MOHAMAD AZIEFF BIN AMIL

Bachelor of Accounting (Honours) | Internship Seeker

E-mail : [redacted]@gmail.com | LinkedIn : Mohamad Azieff | WhatsApp/Call : 013-[redacted]
Preferred Job Location : Kuala Lumpur, Selangor



CAREER OBJECTIVE

Seeking an internship opportunity from July 22, 2024, to January 21, 2025 (6 months), in the accounting domain such as taxation, auditing, financing, or any other relevant position. I am eager to contribute positively to the company's success through my steadfast commitment to professional growth.

EDUCATION

Bachelor of Accounting (Honours)
Universiti Kebangsaan Malaysia (UKM), Bangi

August 2021 - Now
CGPA : 3.13 | Highest GPA : 3.72

Accounting Matriculation Programme
Johor Matriculation College

August 2020 – June 2021
CGPA : 4.00 | MUET : Band 3

RELEVANT INVOLVEMENT & IMPACTFUL CONTRIBUTION

Vice Chief Executive, Accounting Executive of the Faculty of Economics and Management (AEFEPUKM) **2023 – 2024**

- **Ethical Leadership:** Managed 20+ executive committees whom I bridged the gap between them and faculty leadership, fostering seamless communication and coordination to enhance student welfare.
- **Effective & Charismatic:** Drove a 20% boost in student engagement as Vice Project Director for Petronas Pathway Begins 2023 leading to my appointment as an ambassador for Petronas Lubricant International, reflecting industry recognition of my leadership.
- **Impactful Communication:** As Head Monitor for Accounting to Zoostatic 2023, our program led by me gained notable recognition, featured in Harian Metro news, with positive feedback from the publication, amplifying its impact.
- **Highly Collaborative:** Significantly expanded my network as Head Monitor for the Accounting International Mobility Program to Japan (AimPro) 2024 by engaging with institutions like Osaka University, bolstering connections for impactful collaboration.
- **Organizational Skills:** Orchestrated high-impact events such as Accounting Week, Coffee with Seniors, and Connection Day, resulting in the collective engagement of over 500 participants and the creation of invaluable networking opportunities for students.

Committee Member, Accounting Executive of the Faculty of Economics and Management (AEFEPUKM) **2022 – 2023**

- **Meticulous financial acumen:** Played a pivotal role as Vice Treasurer for Family Day Accounting 2023 in managing a RM29,000 budget, ensuring accurate financial reporting and effective financial planning to optimize resources and enhance the success of the event.
- **Adaptive & persuasive:** Led Infaq Kasih Ramadhan 2023 volunteering and Talk with Industry 2023 events where I gained moral insights through volunteering, while also encouraging participation in industry talks among participating members.

Persatuan Mahasiswa of the Faculty of Economics and Management **2022 – 2023**

- **Athletically driven & determined:** Represented the faculty as the main athlete in Inter-Faculty Sports UKM 2023 whilst secured a Bronze medal in football at the Kejuaraan Sukan Fakulti Ekonomi Pengurusan UKM 2024, showcasing competitive prowess.

Aminuddin Baki College (KAB) **2021 – 2022**

- **Adventurous & resolute:** Played an active role as a committee member for Sayembara Kesenian KAB & Bianglala Festival KAB, contributing to the successful organization & promotion of cultural events, enriching community engagement & cultural appreciation.

VOLUNTEERING EXPERIENCE

Infaq Kasih Ramadhan **2023**

- **Compassionate & organized:** Spearheaded a volunteering program during Ramadhan, in collaboration with Persatuan Kasih Mahasiswa UKM, to support the elderly at a local home. Achieved a 30% increase in volunteer participation compared to the previous year, providing essential care and companionship to the elderly residents.

Accounting to Zoostatic **2023**

- **Diligent & compassionate:** Orchestrated a volunteering effort for animal enclosure cleaning, resulting in a 40% decrease in sanitation issues and commendation for ensuring a safe and hygienic environment for animals and volunteers.

KEY SKILLS

- Intermediate in Microsoft Office (Word, Excel, Power Point)
- Beginner in Sage UBS, UiPath, Xero, Canva, Microsoft Power BI
- Full professional working proficiency in both oral and written in Malay and English

REFERENCE

Dr. Kamarul Baraini Keliwon, Head of Undergraduate Accounting Program, UKM | Number : 603 [redacted] | E-mail: [redacted]@ukm.my

NIK MOHAMAD HANIS BIN NIK YAHYA

Bachelor of Science with Honours (Information Technology) | Internship Seeker

Preferred Job Area: Selangor, Cyberjaya, Kuala Lumpur

[REDACTED]@gmail.com | +601 [REDACTED] | DOB: 29 Sep 2001



CAREER OBJECTIVE

Seeking a six-month internship from October 2024 to March 2025 in the IT industry, with a focus on network and system administration or any other deemed suitable intern position. Committed to leveraging continuous professional growth to drive significant business success.

EDUCATION

Bachelor of Science with Honours (Information Technology) [BSc.(IT)]

Universiti Utara Malaysia

Related Coursework: Network & System Security | Distributed Computing | Routing Protocols and Concepts | Web Application Development | Operating System

Recognized on the Dean's List for consistently achieving a CGPA above 3.76 in Semester 1 and 4

Science (Module II)

Kolej Matrikulasi Johor

OCT 2021 - NOW

Current CGPA: 3.51

Highest GPA: 3.94

MAY 2019 - MAY 2021

CGPA: 3.38 MUET: Band 4

PROJECT

Final Year Project on Web Development

OCT 2023 - NOW

Successfully developed an appointment booking system for dental clinics, enhancing patient scheduling and management efficiency by 50%.

- **Frontend Development:** Designed and implemented an intuitive user interface using HTML, CSS, and JavaScript.
- **Backend Development:** Engineered robust appointment scheduling and management functionalities with PHP.
- **Database Management:** Created and maintained the database schema using phpMyAdmin.
- **System Deployment:** Configured and deployed the system in a XAMPP server environment.

SKILLS

- Beginner in configuring and troubleshooting networks.
- Intermediate in Operating System (Windows, Linux) and Virtualization (VMware).
- Intermediate in Cisco Netacad Packet Tracer.
- Intermediate in Microsoft Office (Word, Excel, Power Point).
- Intermediate in Database Management (phpMyAdmin).
- Intermediate in Frontend Development (HTML, CSS, JavaScript) and Backend Development (PHP).
- Full professional working proficiency in both oral and written in Malay and English.

ACHIEVEMENTS & LEADERSHIP ROLES

Within period of 2021 - 2023

- **Creativity and Design Skills:** Achieved third place in the Foodie Infographic Poster Contest, resulting in an increase in audience engagement.
- **Teamwork and Strategy:** Secured second place in the Bola Baling inter-college competition at UUM, improving team performance compared to the previous season through rigorous training.
- **Event Coordination:** Successfully managed a journalism awareness event as protocol lead in secondary school, impacting over 200 students and inspiring many to consider careers as content creators.
- **Technical Proficiency:** Effectively managed the PA system for various events, ensuring seamless technical operations and zero interruptions.
- **Compassionate Fundraising:** Raised over RM1,000 by selling T-shirts to aid flood victims in Kedah, demonstrating strong community commitment.
- **Effective Media Usage:** Produced and managed multimedia content for the "OBS (Open Broadcaster Software) for Beginners" poster campaign, resulting in over 100 student participants.
- **Public Engagement:** Created engaging multimedia content for The Virtual Mamak Match, achieving a full-house audience and high levels of interaction.

RELATED JOB EXPERIENCE

Kitchen Crew and Cashier at Pizza Hut (FCD Taman Tasik Indah Kluang)

AUG - OCT 2023

Streamlined kitchen operations, maintained efficient cashier processes, and ensured effective order delivery.

Kitchen Crew at Marrybrown Sdn Bhd (Kluang Petron)

JUNE - SEPT 2021

Enhanced kitchen efficiency, leading to increased customer satisfaction.

Crew Member and Cashier at MBO Cinemas (Kluang Mall)

JAN - MAY 2019

Enhanced customer service experience, boosted concession sales, and optimized cashier operations.



MUSHTAQ HAFIDZ BIN MARUL AZNI

Bachelor of Business Administration (Honours) | Internship Seeker
Email: [redacted]@outlook.com | LinkedIn : Mushtaq Hafidz | WhatsApp/Call : +6019 [redacted]
Preferred Job Location : Kuala Lumpur, Malaysia

CAREER OBJECTIVE

Seeking a three-month internship from August 5, 2024, to October 25, 2024, in business domains such as sales, administration, or human resources. With strong organizational and problem-solving skills, I am eager to support a forward-thinking organization's administrative and financial operations.

EDUCATION BACKGROUND

Bachelor of Business Administration (Honours) Major in Human Resources Management International Islamic University Malaysia, Gombak	Oct 2020 – Present CGPA 3.71 (Dean's List All Semester)
Foundation in Economics and Management Sciences Centre for Foundation Studies, IIUM Gombang	Jun 2019 – Aug 2020 CGPA 3.79 (Dean's List All Semester)

EMPLOYMENT HISTORY

The Oriental Park, KLCC Service Crew **Feb 2024 – May 2024**
• **Sales Proficiency and Customer Satisfaction:** Successfully achieved daily sales targets of RM20,000, earning recognition as the best Service Crew. Leveraged top-notch communication skills to create a world-class experience for customers.

Freelancer Sales Promoter, Production Crew, Management Crew **Nov 2022 - Present**
• **Event Coordination and Management:** Orchestrated over 20 high-profile events for clients such as Maybank, AIBIM, and Bank Negara Malaysia, enhancing operational efficiency and event success.
• **Direct Selling and Customer Recruitment:** Promoted AEON Bank's financial products, recruiting over 200 new customers and moderating with influential personalities, facilitated on-site registrations, and engaged over 5,000 participants.
• **Customer Service and Campaign Leadership:** Addressed over 1,000 customer inquiries about scam experiences for the #JanganKenaScam campaign, while collaborating with influential personalities to generate over 166,000 social media views.

AEON BIG, Bukit Rimau Sales Assistant, Electrical Department **Jan 2019 - Apr 2019**
• **Efficient Inventory Management:** Utilized HHT Scanner for accurate stock and price checks, ensuring precise documentation of product defect reports and streamlined inventory processes.
• **Customer-Centric Product Education:** Maintained high customer satisfaction levels by offering thorough product information and implementing efficient product ordering and delivery procedures, resulting in a 95% customer satisfaction rate.

RELEVANT INVOLVEMENT & IMPACTFUL CONTRIBUTION

Bachelor of Business Administration Council (BBAC) Assistant Head of Professional Development **Mar 2023 - Nov 2023**
• **Strategic Leadership:** Oversaw budgets surpassing RM3000 and led teams of 12 to ensure smooth operation of 8 events. Ensured immaculate execution by leading impactful Business Talk, facilitated strategic discussions and industry connections.
• **Dynamic Organizational Moderation:** Orchestrated Entrepreneurship Week, bolstering 45 vendors and fostering a vibrant entrepreneurial atmosphere. Moderated PERNAS TALK, facilitating impactful peer dialogue and knowledge exchange.
• **Corporate Engagement Facilitation:** Coordinated company visits to Bank Negara Malaysia and Menara Bank Islam, enhancing participants' industry insights and exposure to real-world business environments.
• **Public Relations Leadership:** Enhanced Content Creator Workshop's engagement, promoting professional development.

Student Facilitating Front (STUFF) Club Club Members **Mar 2023 - Nov 2023**
• **Strategic Recruitment and Event Coordination:** Orchestrated STUFF Recruitment Day, securing over 200 new members in 3 days, while managing event logistics and presentation with precision.

Entrepreneur Chief Executive Officer of Nasi Lemak People **Mar 2023 - Nov 2023**
• **Entrepreneurial and Financial Acumen:** Successfully exceeded sales targets for Nasi Lemak, demonstrating entrepreneurial initiative and sales acumen, while executing growth strategies with initial capital of MYR 300 to achieve a 20% sales increase.
• **Goal Oriented and Compassionate:** Championed the Business Model Canvas Competition, showcasing innovative business models and executing growth strategies for sustained business growth.
• **Effective Communication:** Recognized for Best Social Media in Entrepreneurship Month, demonstrating excellence in social media promotion and clear communication, ensuring compliance and fostering smooth collaboration.

KEY SKILLS

Language : Proficient in both spoken and written Malay and English at a professional level, with the ability to communicate effectively in diverse settings and contexts.
Computer Knowledge : Excellent in Microsoft Office (Word, Excel, Powerpoint), Canva, Sheets, VN (Video Editing)

REFERENCES

Asst. Prof. Dr. Zabeda Abdul Hamid, Assistant Professor, IIUM | Number : +603-6[redacted] | Email : [redacted]@iiu.edu.my
Mr. Aizat Azman, Assistant Manager, Bank Islam | Number : +60 12-[redacted] | Email : [redacted]@bankislam.com.my

Irfan Ghapar

Junior Tech Wizard, Internship Hunter



██████████@gmail.com | +601 ██████████ | Selangor or Penang, Malaysia | [LinkedIn](#) | [GitHub](#)

Award-winning Full-Stack Developer with top academic credentials and international hackathon wins.
Expert in modern tech and UI/UX design. Ready to deliver innovative solutions to your organisation
during a **3-month internship from July 26 to October 18, 2024.**

EDUCATION

B.S SOFTWARE ENGINEERING, CGPA 3.93 / 4.00 *October 2021 - Present*

- University Putra Malaysia
- Major in Full-Stack Development and Product Management
 - Chancellor Award for 1st Semester for scoring CGPA 4.00
 - Consistently achieved a GPA above 3.75, earning the Dean's List Award every semester

FOUNDATION IN ENGINEERING, CGPA 4.00 / 4.00 *June 2020 - May 2021*

- UiTM Foundation Studies, Dengkil
- Chancellor's Award for both semesters
 - Director's Award recipient for consistently ranking in the top 10% of the batch for both semesters.

RELATED WORK EXPERIENCE

PART TIME SYSTEM TESTER | HILTI *Mac 2024 - Present*

- **Meticulous Testing Approach:** Perform Unit Testing for both Black Box and White Box testing for two mobile (iOS) and web applications.
- **Detail-Oriented Reporting:** Issued more than 10 comprehensive reports spotlighting critical issues across functionality, performance, and usability leading to optimal outcome.
- **Collaborative Problem-Solving:** Collaborated closely with developers to address identified issues, resulting in significant enhancements to app performance.

PART TIME LECTURER | FCSIT, UPM *Mac 2024 - Present*

- **Dynamic Instructional Mastery:** Provided hands-on instruction in HTML, CSS, JavaScript, SQL, PHP, & Bootstrap, guiding students from fundamentals to website deployment with precision & expertise.
- **Curriculum Leadership:** Guided 40 students in mastering diverse frameworks, enhancing data manipulation & refining app development skills. Ensured academic excellence through rigorous lab exercises & grading.

PRODUCT LEAD | SWEGO *Oct 2021 - April 2024*

- **Strategic Innovation:** Revamped the user interface (UI) and conducted in-depth analysis of the business model, leading to a remarkable 20% improvement in overall user experience.
- **Backend Development Proficiency:** Instrumental in testing and constructing more than 20 backend APIs for application development, utilizing JavaScript expertise to drive project success.

FULL STACK DEVELOPER INTERNSHIP | GAMUDA *Jul 2023 - Sept 2023*

- **Innovation:** Spearheaded the development of the 3D view feature in the Tunnel Insight web app, overseeing UI/UX design and front-end development, empowering Australian engineers to manage tunnel operations efficiently.
- **Integration Mastery:** Integrated Autodesk API for 3D rendering and utilized Firebase on Google Cloud for secure backend data sync, ensuring seamless tunnel infrastructure operation.
- **Development Expertise:** Utilized Vue.js for dynamic front-end functionality and Express.js with REST API for a robust backend, enhancing app performance and functionality.

INTERNATIONAL ACHIEVEMENTS

- Secured 2nd Place at the Penang Youth Development Centre International Hackathon, triumphing over 500+ global participants, showcasing unparalleled **innovation and problem-solving prowess**.
- Secured 2nd Place at the Varsity International Hackathon, surpassing 1500+ competitors worldwide, underscoring **exceptional technical skill and strategic acumen**.

SKILLS

LANGUAGES / TOOLS / FRAMEWORKS / CONCEPTS

- **Advanced:** Google Professional Certified UI/UX Designer, AWS Academy Cloud Foundation, Java, SpringBoot, HTML, CSS, Javascript, Python, Vue.js, Node.js, GitLab, REST API
- **Moderate:** Microsoft Power BI Data Analyst, Google Cloud Function, SQL, Firebase
- **Beginner:** MongoDB, Google Colab, React.js
- Full Professional Proficiency in both spoken and written English and Malay.

INDEPENDENT AND FINANCED PROJECTS

PRODUCT LEAD - PUTRABUS | IDEC, UPM

- **Strategic Leadership:** Orchestrated end-to-end product development, spearheading project management, front-end development, and UI/UX design.
- **Innovative Design:** Crafted intuitive user interfaces for admin, user, and driver functionalities, fostering seamless user experiences and fostering collaboration with JustNaik.
- **Impactful Results:** Boosted ridership by 30%, significantly increasing app usage to 70% compared to the previous version. This translated into improved user engagement and a 25% reduction in commuter inconvenience among UPM students, addressing critical issues in the shuttle bus service.

FULL STACK WEB DEVELOPER - TRIMLY

- **Innovative Development:** Engineered the Trimly Analytic Dashboard, a robust web-based solution for barbershop and salon owners. Leveraged Vue.js, Vite, and Vuetify for frontend development and Google Cloud, Firebase, and Node.js for backend architecture.
- **Empowering Insights:** Empowered barbershop and salon owners with invaluable insights into revenue, customer demographics, and personnel management through the Trimly Analytic Dashboard, facilitating informed decisions and driving substantial business growth.

PRODUCT DESIGNER - TOUR INN

- **Innovative Leadership:** Spearheaded the development of TourInn, a pioneering mobile application utilizing Flutter and Unity, with augmented reality experiences powered by Google AR Core.
- **User-Centric Design:** Implemented features such as 360-degree unit viewing and GPS map functionality in TourInn, enhancing booking processes and elevating user satisfaction. This accomplishment was recognized with 2nd Place at the prestigious Penang Youth Development National Hackathon.

IMPACTFUL CONTRIBUTIONS

Creative Lead Google Developer Student Club (GDSC UPM)

- **Collaborative Leadership:** Collaborated with club members to plan and execute successful events, offering creative solutions to enhance engagement and foster a vibrant community.

College Representative Council of University Putra Malaysia

- **Advocacy:** Championed student empowerment by ensuring that the needs of college students were effectively communicated and addressed by the university administration and relevant parties.

Head of Finance Software Engineering Club (SEC, UPM)

- **Financial Management Expertise:** Conducted financial audits and implemented cost-saving measures, resulting in a notable 12% reduction in overall expenses.

Executive Multimedia Penyayang Club

- **Creative Multimedia Production:** Developed and produced impactful multimedia pieces and interactive displays, enriching the club's programs and events.

NUR FARAHYA BINTI AZMAN
ACTUARIAL SCIENCE GRADUATE
+60 16 [REDACTED] | [REDACTED]@gmail.com | DOB: Jan 2001



Working Details:
Preferred Area: Kuala Lumpur & Selangor | Available: Oct 2023

PROFESIONAL SUMMARY

- Seeking an entry-level permanent or contract position in actuarial, risk, data analysis, or any related field.
- Solid foundation in statistical modelling and data management skills, coupled with strong proficiency in programming.
- Knowledgeable in ESG principles and financial sustainability practices.

EDUCATION

Society of Actuary Professional Paper Financial Mathematics, FM	Bachelor of Science (Actuary Science) National University of Malaysia Aug, 2019 - Sep, 2023	CGPA: 3.40
Malaysian University English Test Band 4	Foundation in Science UiTM Dengkil Campus Jun, 2018 - Apr, 2019	CGPA: 3.89

COMPUTER SKILLS

Microsoft Office		Programming Languages	
✓ Microsoft Excel	(Advanced)	✓ Python	(Intermediate)
✓ VBA Excel	(Intermediate)	✓ C++	(Intermediate)
✓ Microsoft Power BI	(Intermediate)	✓ R	(Intermediate)

WORKING EXPERIENCES

- Internship @Bank Islam Malaysia Berhad** Mar-Sep, 2023
- Efficiency: Developed and implemented automated data cleaning methodologies and Python script, improving efficiency and reducing manual errors
 - Accuracy: Identified and resolved data quality issues, optimizing data management processes for reliable and accurate Credit Risk Reporting
 - Empowerment: Guided and trained team members on advanced Excel functions and Python data cleaning techniques to ensure continuity in data management practices
 - Regulatory Compliance: Conducted ESG Reviews for 15 companies, ensuring regulatory compliance based on CCPT classification by Bank Negara Malaysia
 - Stakeholder Communication: Coordinated a survey, analysed data, and presented findings to ensure consistent CCPT implementation among financial institutions (Bank/Insurance Operator) nationwide
 - Cross-functional Collaboration: Facilitating a visit to the SDG Centre in Kuala Lumpur for various units to ensure product and management strategies align with sustainable development goals
- Tuition Tutor for Mathematics** Jun-Aug, 2019
- Adaptable & creative: Guided 31 students in various ways, depending on their knowledge levels, from Year 3 to Form 5
 - Dedicated: Successfully converting 7 failing students' grades to pass on mid-term exam and 100% grade improvement

PROJECTS & ACHIEVEMENT

- Prediction of S&P 500 Stock Market Movement by Social Media | Final Year Project**
- Extracted tweets for 97 days using Twitter API and built forecasting model by Granger Causality Test in Python
 - Found evidence that the sentiment of Twitter users are able to predict short-term stock market trends
- Relationship Between Planted Area and Palm Oil Price in Malaysia | Data Challenge Competition**
- Forecasting palm oil price using ARIMA model in R Studio for 3 months
- Exchange Rate Calculator**
- Constructed exchange rate calculator for 27 major countries using VBA Excel by data from Bank Negara Malaysia
- Bronze, Asia International Mathematics Olympiad (AIMO, 2017)**
- Won 2 bronze medals in Singapore and Asian School Math Olympiad, 2016-2017, after competed with 17,000 contestants from 18 countries as a requirement to represent Malaysia in the AIMO 2017
 - Scored in the top 75 out of 250 participants from all over Asia

ACTIVITIES

- Director of External Relation & Alumni, Persatuan Mahasiswa Sabah, UKM** Aug, 2020 - Jul, 2021
- Compassionate: Looked after 466 Sabahan students and priorities their welfare during lockdown
 - Project management: Successfully invited alumni to give speeches to 264 students and kept the connection lasting
 - Solution-focused: Provided a direct bus from the college, which resulted in a 100% reduction in transportation expenditures and a 50% reduction in travel time compared by using public transit
- Treasurer, Bureau of International Affairs and Alumni, Rahim Kajai College** Sep, 2019 - Jul, 2020
- Strategic: Improved impression on Instagram by 230% through posting once a week before the programme
 - Goal-oriented: Handled financial budgets and reports, as well as collected program funds up to RM2000

REFERENCE

Oliver Shawn A/L P V Kumaran, Head of Planning & Sustainability, Bank Islam, +60 12 [REDACTED] | [REDACTED]@bankislam.com.my

MUHAMMAD THAQIF BIN MUHAMMED NAJMUDDIN

[redacted]@gmail.com | <https://www.linkedin.com/in/muhammadthaqif/> | +6013 [redacted]
DOB: Mar 1992 | Availability: Immediate



PROFESSIONAL SUMMARY

- A data-driven professional with more than 7+ years of experience in the research sector, ranging from academia, business and market insight to politics, public policy and governance
- Equipped with problem-solving, data analysis and visualisation, and data communication skills that are grounded in a robust research framework, which includes adept knowledge of quantitative and qualitative methods and sound statistical understanding
- Reacquainting programming skills, particularly Python and SQL, to better prepare for challenges as a policy analyst, data analyst, or other suitable positions

WORK EXPERIENCE & CONTRIBUTION

Graduate Research Assistant, USM Sep 2022 – Mac 2024

- Grant Writing:** Conducted comprehensive literature reviews and contributed to the preparation of grant proposals, helping to secure RM119,000 in research funding
- Data Collection Capability:** Coordinated with various agencies for data requests and utilised Python's BeautifulSoup4 for web scrapping, successfully gathering and integrating relevant data for comprehensive analysis
- Adaptability:** Leveraged Python to process PDF files using PyMuPDF and NLTK to enhance policy analysis capabilities and efficiencies

Research Officer, IRDP Jul 2020 – Nov 2020

- Teamwork:** Developed 4 comprehensive modules on governance, public finance, and public policy for seminars and collaborated with 5 team members in preparing in-depth and cross-theme grant proposals
- Stakeholder Engagement:** Collaborated with REFSA to organise an online forum on urban poverty and coordinated with the British High Commission Kuala Lumpur and Penang Green Council on 5 fortnightly seminars focusing on Science for Climate Action
- Evidence Synthesis:** Prepared a comprehensive article on poverty and laziness, covering issues such as the development of poverty discussion in Malaysia; urbanisation, migration and Dasar Ekonomi Baru (DEB); and the polemic between laziness and productivity
- Data Science:** Involved in the Hansard analysis project whereby a data science approach was used to analyse the 2018-2019 Hansard collection primarily using Python

Graduate Research Assistant, UM Feb 2017 – Dec 2018

- Grant Management:** Edited articles, secured an RM29,000 research grant and contributed to grants management, conducted literature reviews, and compiled annual management reports for the research centre
- Data Digitisation:** Performed data collection process involving communicating with relevant agencies to obtain the desirable datasets, collecting data from Google Earth via dataset digitisation, and computing commuting time data from Google Maps via Google Maps API using Python
- Statistical Analysis:** Conducted descriptive and statistical analysis (Friedman test) using SPSS and PAST statistical software to determine the impact on policy planning and produced other graphic outputs via Excel and ArcMap

Analyst, MH Insight Feb 2017 – Apr 2017, Mac 2018

- Digital Content Creation:** Executed a range of tasks involving proposal preparation, website maintenance, digital content creation, and company profile development to enhance service visibility and client engagement
- Business Analysis:** Collaborated with a company generating annual sales of RM20 million to analyse strengths and weaknesses, providing business insights on sales performance, product reach, and agent/distributor profiling. Developed an interactive Excel dashboard to facilitate the company's decision-making process
- Data Audit:** Conducted an audit of recipient lists against registration records and developed data profiling of the recipients for the matched records via Excel, providing inputs for approach restrategisation

Executive, HQ Parti Amanah Negara Apr 2016 – Aug 2016

- Campaign Management:** Managed membership registration, including auditing registration fees, preparing monthly reports for high council approval, and launching a 6-month campaign to escalate membership application in conjunction with the celebration of the 1st anniversary of Parti Amanah Negara

Research Assistant Mac 2016 – Jun 2016

- Legislative Analysis:** Provided comprehensive parliamentary support to Amanah lawmakers, including preparing supplementary questions for the oral answers session, delivering commentary on the government bills before the debate session, and crafting media statements on critical public issues, improving lawmakers' engagement during parliamentary sitting sessions

EDUCATION

Master of Arts (By Research), Universiti Malaya, Pass

Sep 2017 – Oct 2020

- **Research Skills:** Conducted an in-depth analysis of built environment variables and pedestrian catchment area estimation for rail stations in Petaling Jaya, identifying critical factors influencing urban policy planning
- **Data Analysis:** Analysed four built environment variables, namely density, diversity, design, and distance surrounding the rail stations, providing actionable insights for policy makers to adopt to integrated urban and transport planning
- **Policy Impact:** Determined the significance of pedestrian catchment areas estimation on policy planning that will influence the sustainability of the rail operation in the long run

Bachelor of Science (Geographic Information Science), Curtin University, 72.06% Feb 2012 – July 2015

- **Innovative Exploration:** Conducted a pioneering spatiotemporal analysis using eye-tracking technology to dissect visual attention patterns towards train choice variables, revolutionising understanding of the decision-making process
- **Domain Knowledge:** Leveraged the discrete model theory to explore the potential of eye-tracking tools in unravelling the intricate nexus between human visual attention and choice variables, laying the groundwork for transformative insights into transport survey
- **Statistical Software Proficiency:** The linear regression analysis and multinomial logit model were performed to identify the relationships between variables

CERTIFICATE OF COMPLETION

2017 Marketing 1x: Introduction to Marketing (edX, The University of British Columbia)

2023 The Complete Python Bootcamp From Zero to Hero in Python (Udemy, Instructor: Jose Portilla)

2024 NLP – Natural Language Processing with Python (Udemy, Instructor: Jose Portilla)

LANGUAGE & RELATED SKILLS

- Full Professional Proficiency in both oral and written Malay and English
- Advanced in Microsoft Office (Word, Excel, PowerPoint)
- Intermediate in SPSS and PAST statistical software; ArcMap (mapping tool); Python and Excel Functions
- Basic in PowerBI, Tableau and SQL

COMMUNITY INVOLVEMENT

2017/2018 Spokeperson, Transit Malaysia

- Handled interview questions, served as a panellist for Transit Malaysia at the Invest Iskandar Malaysia 2017 Symposium, and contributed to articles/media statements, maintaining Transit Malaysia's prominent role in urban and transport planning

2013/2014 Vice President II of Malaysian Islamic Society of Western Australia Inc.

- Collaborated with other student societies to organise events for Malaysians, including meet and greet sessions for new Malaysian students coming to study at universities in Perth
- Coordinated with student societies in other states in Australia, organising the first collaboration tours inviting speakers from Malaysia

PUBLICATION/PORTFOLIO

2024 Understanding price sentiments

- **Data Analytics:** The project is concerned with the distribution of chicken prices at the retail level. Leveraging millions of price datasets collected via PriceCatcher, two analyses are performed concerning price dynamics and frequency bias. The project is done in Jupyter Notebook using Python to benefit from available modules such as Pandas, Numpy, Matplotlib, and Seaborn. The report can be accessed at <https://tinyurl.com/3a53hkjw>

2019 Assessing the land use distribution of the mass rapid transit pedestrian catchment area (PCA) and its geographical context in the Kuala Lumpur conurbation, Malaysia. Arab World Geographer, 22(1-2). doi: 10.5555/1480-6800.22.1.1 (Scopus-index)

REFeree

Will be provided upon request



Muhamad Haziq Bin Sazali

Financial Sales Champion & Career Growth Hunter

[REDACTED]@gmail.com | 011 [REDACTED] | linkedin.com/in/muhamad [REDACTED]

Availability : July 2024 | DOB : Apri [REDACTED]

PROFESSIONAL SUMMARY

- High-energy **sales professional** with 5+ years of expertise in loans, unit trusts, insurance, and savings accounts.
- Known for **exceeding targets and building client trust**. Passionate about **empowering clients** to reach financial goals.
- Eager to energize a dynamic team with my sales expertise as both a **supportive peer and visionary leader**.

PROFESSIONAL WORKING EXPERIENCES

JUNE 2023 - JUNE 2024 : Hong Leong Bank Berhad (Customer Service Executive)

- **Customer Relationship Management:** Cultivated strong customer relationships through inbound call center interactions, adeptly addressing inquiries and delivering personalized solutions.
- **Technical Proficiency:** Mastered AS400 and ASCEND systems to streamline customer inquiries, conduct account security verifications, execute transactions, and provide precise information.
- **Product Knowledge:** Expertise in CASA accounts, loans, and fixed deposits, ensuring thorough comprehension of features, benefits, and eligibility criteria.
- **Compliance and Regulations:** Ensured strict adherence to banking regulations, policies, and procedures during customer transactions and inquiries.
- **Quality Assurance:** Upheld service excellence by meeting service level agreements (SLA), maintaining accuracy in customer interactions, and transaction handling.
- **Problem Resolution:** Resolved CASA account, loan, and fixed deposit issues promptly and professionally, enhancing customer satisfaction.
- **Team Collaboration:** Collaborated effectively across departments to address complex customer concerns, ensuring seamless escalation and contributing to team success.
- **Continuous Improvement:** Proactively sought customer feedback, engaged in training programs, and implemented process enhancements for ongoing improvement.
- **Time Management:** Demonstrated strong prioritization skills to meet customer needs and daily targets, achieving an average call handling time of under 4 minutes based on issue complexity.
- **Adaptability:** Adapted to evolving banking policies and customer expectations, ensuring alignment with changing industry standards and requirements.

JANUARY 2017 - MARCH 2023 : Prudential Assurance Malaysia Berhad (Wealth Planner)

- **Customer Relationship Management:** Fostered enduring customer relationships through proactive communication, personalized service, and attentive support.
- **Needs Assessment:** Conducted thorough assessments to identify customer insurance needs, recommending tailored solutions to enhance coverage and satisfaction.
- **Policy Compliance and Documentation:** Ensured clarity on policy terms and conditions, facilitated smooth documentation processes, and maintained adherence to regulatory standards.
- **Continuous Learning and Development:** Actively engaged in training programs, staying abreast of industry trends, and continually enhancing knowledge of insurance products and services.
- **Problem Solving:** Resolved customer queries, complaints, and claims promptly and professionally, ensuring swift resolutions and high satisfaction levels.
- **Sales Support:** Contributed to sales strategy development, crafted proposals, and supported sales initiatives, achieving team objectives and earning accolades in company and agency competitions, such as trips to Bandung and Guangzhou.
- **Market Research and Analysis:** Conducted comprehensive market research, identified potential customers, and provided insights for new business development, contributing to market expansion and leveraging social media trends (e.g., TikTok and Facebook).
- **Scheduling and Punctuality:** Efficiently scheduled customer appointments, demonstrated strong organizational skills, and maintained punctuality in meetings, reflecting reliability and effective time management.

JUNE 2015 - JANUARY 2017 : Vads berhad (Call Center and Email Team)

- **Communication Skills:** Mastered both verbal and written communication to understand customer needs and deliver information clearly and effectively.
- **Empathy:** Demonstrated empathy to connect with customers emotionally, enhancing relationships and ensuring high levels of satisfaction.
- **Problem-Solving Skills:** Analyzed issues critically and resolved inquiries and complaints efficiently, improving customer experience and loyalty.
- **Adaptability:** Adapted swiftly to diverse situations, customer personalities, and evolving demands in a dynamic call center environment, ensuring seamless service delivery.
- **Customer Focus:** Prioritized customer needs and satisfaction in every interaction, showcasing dedication to exceptional service and fostering loyalty.
- **Resilience:** Managed challenging calls and situations with patience and professionalism, demonstrating resilience and unwavering commitment to customer support.
- **Technical Knowledge:** Proficient in technical software, CRM systems, and customer interaction tools like ICP, enhancing operational efficiency and service quality.

MARCH 2014 - APRIL 2015 : Isetan Garden Mall (Customer Service Executive)

- **Collaboration:** Achieved 95% immediate resolution of customer complaints, leading to enhanced customer retention and monthly satisfaction ratings increased by 15%.
- **Partnership:** Surpassed monthly sales targets by selling membership cards to 30% of customers.
- **Coordination:** Organized and synchronized team efforts for streamlined operations.
- **Collaborative Efforts:** Implemented efficient queue management strategies, resulting in reduced average wait times.

NOTABLE RECOGNITIONS

- Qualified for the 32nd National Sales Convention 2021 (Public Mutual)
- Qualified for corporate trips to Guangzhou 2021 and Bandung Indonesia 2019 (Public Mutual and Prudential)
- Received higher votes for the Most Helpful and Happiest Advisor award for the 2020 En-Pro program
- Successfully raised RM100,000.00 donation under Corporate CSR for Kindness Malaysia Futsal Festival 2018
- Achieved Top 5 Rookie with FYP RM100,000.00 under Prudential Agency 2017
- Top 5 performance at the Oscar Night 2016 (Vads Berhad)

CERTIFICATE OF FINANCIAL LICENSES

- **FIMM** (Federation of Investment Managers Malaysia)
- **PCEIA** (Pre-Contract Examination for Insurance Agents)
- **CEILLI** (Certificate Examination in Investment-Linked Life Insurance)
- **TBE** (Takaful Basic Examination)

LANGUAGE AND RELATED SKILLS

- Fluent in Malay and English with exceptional communication skills in both languages
- Highly skilled in AS400 and ASCEND banking systems
- Proficient in Microsoft applications, and proficient in Canva for professional presentations

COMMUNITY INVOLVEMENTS

2019 - Vice President

- Represented organization internationally, effectively managing VIPs and securing RM100,000 for Futsal Kindness Malaysia, contributing significantly to event success.
- Featured guest on ASTRO, TV3, and BERNAMA, enhancing organizational visibility and credibility in the media.
- Coordinated nationwide volunteer efforts, strengthening community engagement and fundraising effectiveness.

2019 - Founder of Kindness Melaka

- Coordinated activities and managed diverse volunteers, fostering collaboration and impactful community engagement.
- Developed comprehensive reports for donors, ensuring transparency and building trust in financial management.
- Established partnerships and secured sponsorships, enhancing financial support and sustainability for community initiatives.

2015 - Volunteer Activities Organizer

- Organized and led volunteer initiatives, including visits to orang asli communities and educational programs, promoting empathy and social responsibility.

EDUCATION

MARCH 2013 - DECEMBER 2014

Sijil Tertinggi Pelajaran Malaysia (STPM)

Sek. Men. Tun Haji Abdul Malek Melaka

CGPA : 2.67

JANUARY 2008 - DECEMBER 2012

Sijil Pelajaran Malaysia (SPM)

Sekolah Menengah Kebangsaan Tun Tuah

2B+ 2B 1C 2D 2E

REFEREES

- Puan Irma Amira | Team Manager, Hong Leong Bank
011-39765946
- Muhammad Jihan Bin Shapiaai | Team Leader Vads Berhad
019-2579234
- Muhamad Faiz Bin Rosli | Officemate Hong Leong Bank
012-5421764
- Mr Khairudin Bin Isa
Unit Manager, Prudential Assurance Malaysia Berhad
019-6041976

IBRAHIM FADZLI

Professional in Learning and Event Leadership

WhatsApp/Call : +6011 [REDACTED] | [REDACTED]@gmail.com | Notice Period : 3 months

CAREER OBJECTIVE

- Leveraging 9 years of specialized expertise in compliance and integrity, I have effectively coached employees across 4 major banks, both Islamic and conventional, elevating their proficiency and responsibility.
- My skill set includes investigating intricate ML/TF cases, spearheading and organizing pivotal events, and designing comprehensive training blueprints.
- I am fueled by a results-driven approach and an unwavering work ethic. Now, I am eager to bring my skills to a managerial role where I can drive exceptional results and contribute significantly to the company's objectives.

PROFESSIONAL EXPERIENCE

BANK PEMBANGUNAN MALAYSIA BERHAD

2022 - Present

Assistant Manager, Compliance Trainer & Event Management

- **Leadership:** Spearheaded the development and execution of robust compliance training sessions, programs, and events, with a focus on Compliance, Banking Secrecy, Anti-Bribery, and Corruption. Achieved over 100 internal and external training programs, 16 events, and 20 compliance publications in 2023 to ensure stringent compliance.
- **Effective & Charismatic:** Consistently received high ratings for training delivery, with over 90% of participants rating sessions as highly informative and engaging. Achieved a program excellence rating of 4.73/5 and a trainer excellence rating of 4.72/5.
- **Employee Empowerment:** Between 2022 and 2023, drove a 20% reduction in customer information breaches, a 3580% increase in gift declaration awareness, a 17.86% reduction in staff misconduct, and a 35% increase in knowledge of compliance and integrity matters.
- **Attention to Detail:** Developed the Training Impact Analysis (TIA) for the department, measuring training program effectiveness, knowledge retention, and success. This approach seamlessly aligns with and enhances both management and team KPIs.
- **Impactful Communication:** Served as Anti-Bribery Management System (ABMS) ambassador and Subject Matter Expert for Corruption Risk Assessment and ABMS audits. Achieved 100% implementation of Organizational Anti-Corruption Plan (OACP) initiatives in 2023 with zero findings.
- **Organizational Skills:** Orchestrated high-impact events such as Compliance Integrity Week, Coffee with Compliance, Speaker Series, and contests, resulting in over 700 participations and creating invaluable networking opportunities for employees.

HONG LEONG BANK BERHAD

2019 - 2022

Senior Executive, Compliance Policy Review & Subject Matter Expert, Quality Assurance

- **Leadership:** Acted as the escalation point for reviewing anomalous activity and complex cases, ensuring accuracy, quality, completeness, and compliance with regulatory, internal/external audit requirements, and policy/procedural standards. Reduced regulatory non-compliance incidents by 15% through stringent case reviews.
- **Quality Assurance:** Led the Risk Control Self-Assessment (RCSA) framework and enhanced the Standard Operating Procedures for the Quality Assurance team, driving improvements in operational efficiency and compliance. Improved operational efficiency by 20% by optimizing the RCSA framework.
- **Attention to Detail:** Spearheaded compliance independent reviews on Bank Negara Malaysia's (BNM) Guidelines for Basic Banking Services. Conducted independent reviews of the Suspicious Transaction Report (STR) Operations team, Compliance team, and Business and Branch Operations, resulting in significant enhancements to management systems and a 25% increase in audit compliance scores.
- **Risk Assessment:** Performed root-cause analysis and recommended remedial training and follow-up actions to heads of departments (HODs), team leads, and unit managers, effectively mitigating risks and improving processes.
- **Employee Empowerment:** Delivered impactful training sessions for Financial Crime Compliance analysts, team leads, and new hires, enhancing their skills and knowledge in compliance and regulatory matters. Increased team proficiency and reduced error rates by 30% through targeted training programs.

PUBLIC BANK BERHAD
Senior Fraud Analyst

2017 - 2019

- **Financial Crime Investigation:** Conducted thorough investigations on reported accounts from PDRM, analyzing transaction patterns and suspicious activities to detect potential financial crimes. Successfully identified and documented numerous cases, contributing to a significant reduction in financial crime incidents.
- **Due Diligence and Evidence Gathering:** Performed extensive searches, due diligence, data gathering, and evidence recording from internal systems and public sources, ensuring comprehensive and accurate investigations.
- **Detailed Reporting:** Prepared detailed reports of potential unusual customer activities related to financial crime or scam activities, providing critical insights for further action.
- **Efficient STR Reporting:** Ensured timely and efficient reporting of suspicious transactions (STR) to Senior Management and the Reporting Department, facilitating prompt submission to the Financial Intelligence and Enforcement Department (FIED) of Bank Negara Malaysia. This resulted in improved regulatory compliance and faster resolution of suspicious cases.

PROFESSIONAL CERTIFICATION

- Professional Certified Facilitator - with Distinction, 2024
- Advanced Certification in Anti-Money Laundering/Counter Financing of Terrorism (AML/CFT)
- International Compliance Associates (ICA)
- International Diploma in Anti Money Laundering
- International Compliance Associates (ICA)
- Bachelor of Business Administration (Hons.) in Finance from UiTM Puncak Alam, Selangor (CGPA : 3.79)
- Diploma in Banking from UiTM Jengka, Pahang (CGPA : 3.55)

LANGUAGE & RELATED SKILLS

- Advance proficiency in both oral and written Malay & English
- Intermediate in Microsoft Office (Word, Excel, PowerPoint)
- Intermediate in Content Design (Canva, Kahoot!, Gamification)

REFERENCES

Available made upon request.