

# EDUCATION



MOHAMMAD HAFIZ BIN HAJI  
AHMAD @ YA'AKUB



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## PROFILE



29<sup>th</sup> October 1991



01-049250 (Yellow)  
Driving License: Class 3  
Nationality: Bruneian  
Race: Malay  
Religion: Islam



No: 34, Simpang: 35-9-16,  
Skim Tanah Kurnia  
Rakyat Jati  
Kampung Mumong,  
Jalan Jaya Indera,  
Kuala Belait, KA1531  
Brunei Darussalam



Malay Language  
Native (speak/read/write)  
English Language  
Fluent (speak/read/write)

(2013 - 2015) Laksamana College of Business  
**Pearson BTEC HND Level 5 in Computing and System Development**

(2009 - 2012) Jefri Bolkiah College of Engineering  
**National Diploma in Computer Studies**  
**Pre- National Diploma in Computer Studies**

(2004 - 2008) Sekolah Menengah Pengiran Jaya Negara  
Pengiran Haji Abu Bakar Kuala Belait  
**English Language (IELTS) 6.0 Bahasa Melayu, Mathematics, Geography, Combined Science (Credit)**

# WORK EXPERIENCE

## EXPERIENCE



Job Title: Service Desk Agent (Contract)  
Dates Employed Sep 2021 - February 2022  
(6 Month)

### Duties & Responsibility

- Provide support for users that use a wide range of shell applications and other specialists in digital design software like Adobe, Microsoft office etc.
- Provide support for users in operating a range of hardware like printers, scanners and other external peripherals.
- Deliver laptop to the clinic for a quick investigation with the field services
- 24/7 support for all BSJV User

Job Title: Field Service Specialist (Contract)  
Dates Employed: Aug 2020 - Sep 2021 (1-year 2 Month)

### Duties and Responsibility

- Communicated with the User to determine needs and explain complex issues.
- Conduct research and studies on site
- Manage field activities and resolve any malfunctions.
- Physical audit on all the devices and update to the Main database.

## Leadership/Membership



**Brunei Youth Council**  
(Kuala Belait District) (2020 – present)  
As Treasurer of MBDB



**BERSATU**  
(SSEAYP ALUMNI)  
(2019 – present)



**46<sup>th</sup> Ship for Southeast Asia and Japan Youth Program**  
As Assistant of Cheer Committee

## References

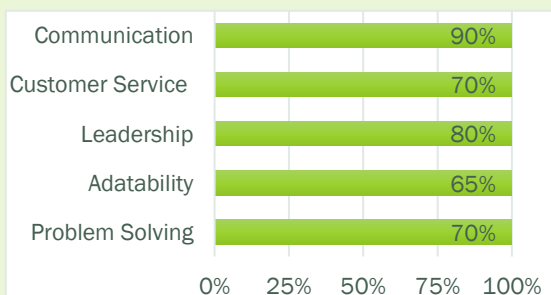
1) **Shamsul Fazir Bin Ramli**  
Service Agent Team Lead  
DXC Technology

sramli2@dx.com  
+60 18-784 4236

2) **Dayangku NoorHabibi**  
Binti Pengiran Anuar  
Application Team Lead  
Royal Brunei Airlines

Noorhabibi.anuar@rba.com.bn  
+673 – 7166446

## SKILLS



**Job Title:** Assistant Purchaser / IT Admin  
(Full-time)  
**Dates Employed:** Feb 2018 – May 2020  
(2 years 4 Month)

### Duties & Responsibility

- Manage supplies for the Brunei Gas Carrier Ship by liaising with the supplier including, dry & cold products and essential goods needed for the ship by raising Purchasing Order (PO).
- Schedule appointments with the back in managing the finances for the company, managing stock by expediting the arrived goods and making sure all the goods arrived in time, packaging all the items according to the HSE, before the day of delivery to the ship.
- Prepare monthly reports for the captain of the ship.



**Job Title:** Assistant Database Administrator (Contract)  
**Dates Employed:**  
Oct 2016 – Sep 2017 (1 Year)

### Duties & Responsibility

- Responsible for managing and maintaining the Royal Brunei Database by ensuring adherence to a data management policy
- securing all the company data are functional and backed up to prevent memory loss.
- Prepare Daily Database Report for the finance department by retrieving the passengers' data (arrival and departure flight) with Oracle SQL & Crystal Report.
- Manage the data received by editing/updating the system promptly. Prepare reports for monthly meetings with the management.



**Job Title:** B.I (Business Intelligent)  
Database Administrator (Contract)  
**Dates Employed:** Sept 2015 – Sep 2016  
(1 Year 1 Month)

### Duties & Responsibility

- Manage the system by checking & Fixing for any debugs problem
- Contact clients and assist other colleagues in any computer problems.
- Involved in the calculations processing of the yearly dividend for the TAIB Bank 2015.



**Job Title:** Project Expeditor/Procurement  
(Apprenticeship)  
**Dates Employed:** Jun 2012 – Dec 2012  
(7 Month)

### Duties & Responsibility

- Expeditor Run Weekly Expediting Report
- Engage with vendors to update Purchase Delivery Status, Update Delivery Status in SAP
- Purchase order expediting comment assisted to prepare material coding request for new living quarter critical spares,
- Ensure timely delivery of material to avoid delay in project campaign execution and assisted the team to improve corporate ROS KPI from 33% to 48%