

ASMA MOHD ABD GHANI

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PROFILE SUMMARY

Looking to leverage my positive attitude and commitment to new professional growth in hybrid or remote work opportunities. I had more than two years of experience in Project Development / Customer Service / Management Systems, fast learner with a proven track record in diverse industries. I am an expert in data analysis, managing relationships with customers, and helping organizations to achieve goals through teamwork and collaboration.

WORK EXPERIENCE

AceTeam Networks Sdn Bhd

Technology Park Malaysia, Kuala Lumpur

Network Security Engineer

Sept 2023 - Present

- Provide operation support for network security firewall and switches which include Palo Alto Network firewall, F5 Load Balancer, Aruba, and Cisco.
- Assisted in resolving network incidents, and maintaining uninterrupted network operations.
- Assessed service and change requests for production implementation, implementing changes while minimizing disruptions to network availability.

APM Automotive Holdings Berhad

Bukit Beruntung, Selangor

Quality Assurance Executive

Jan 2022 - Sept 2023

- Developed & implemented quality standards for innovative automotive projects, resulting in customer satisfaction & minimization of product defects.
- Optimized management system through automated processes, increasing accuracy, while reducing costs.
- Guided quality control teams to improve effectiveness of customer service operations, boosting delivery accuracy rates.
- Conducted root cause analysis on a product issue and implemented corrective actions that resulted in a reduction of defects.

Integrated Ortho Solution Sdn Bhd

Petaling Jaya, Selangor

Medical Sales Executive

May 2021 - Aug 2021

- Executed interactive demonstrations of high-calibrate medical device to prospective clients, attaining an excellent customer satisfaction.
- Developed efficient user training protocols for newly purchased medical device to facilitate seamless transition for new users, achieving user adoption rate.
- Utilized strong interpersonal and communication skills in assisting surgeons with using medical devices, and boosting product usage.

Radicare Sdn Bhd, Klang Hospital.

Klang, Selangor

Service Engineer Trainee

Jun 2019 - Aug 2019

- Responsible to monitor medical devices used in hospital and adhere to all related legal requirements under biomedical services.
- Carry out all scheduled and assigned warranty, preventive, breakdown service jobs & user training effectively to aim for zero complaint.
- Serve and assist the user in the matter related to all technical issues when required.

EDUCATION

Universiti Malaysia Perlis (UniMAP)

Perlis

Bachelor of Engineering (Honours) Biomedical
Electronics Engineering

PROJECT EXPERIENCE

AceTeam Networks Sdn Bhd

Data Center Modernization Project

Sept 2023 - Present

- Support data center modernization project, resulting reduction in security incidents and ensuring the confidentiality and integrity of information (Migration of legacy device to Cisco).

APM Automotive Holdings Berhad

New Alza and Axia Vehicle Seat Development project

Jan 2022 - Sept 2023

- Developed product quality plans for New Alza and Axia Development project to advance sustainability initiatives, resulting in improved customer satisfaction.
- Collaborated with cross-functional teams to implement a new system for quality control tracking, which resulted in a leading to an improvement in product quality.

SKILLS, CERTIFICATES & INTERESTS

ACADEMIC ACHIEVEMENTS

- UniMAP Bestari's Award (2016-2019)
- ROTU Army Academic's Award (2016-2019)

SHORT COURSES

- IATF 16949:2016 Requirements
- ISO 9001 Internal Audit
- Measurement System Analysis (MSA)
- Advanced Product Quality Planning (APQP)
- VDA Process Audit

EXTRA-CURRICULAR ACTIVITIES

- Commissioning Parade (2019)
- Multicultural Night Event (2018)
- Youngpreneurs Go Carnival (2017)

LANGUAGE PROFICIENCY

- Malay
- English (MUET Band 4)

SOFTWARE PROFICIENCY

- Microsoft Office (Excel, Word, PowerPoint, Outlook)
- CISCO PACKET TRACER | MATLAB | LABVIEW | AUTOCAD | SOLIDWORKS
- Frontend Development: JAVASCRIPT | HTML | CSS

LEADERSHIP EXPERIENCE

APM Automotive Holdings Berhad

Quality Section Leader

Jan 2022 - Sept 2023

- Developed and implemented a training program for new inspectors that improved their accuracy by 30%, advise leadership team on quality control and managing manpower, conduct interview, and assessment.

UniMAP Reserve Officer Training Unit (ROTU)

Second Lieutenant

Aug 2019 - Aug 2022

- Led a platoon of cadet officer, effectively managing their training and development, demonstrated exceptional leadership under pressure, maintaining composure and making effective decisions during high-stress situations.

REFERENCES

MOHAMAD RIDZUAN BIN BASIR

Selangor

Assistant Manager, APM Automotive Holdings Berhad

Jan 2022 - Present

- 011-21929006
- Ridzuan.Basir@apm.com.my

SITI SARAH AHMAD

Perlis

Assistant Manager, APM Automotive Holdings Berhad

Jan 2022 - Present

- 013-4395998
- sitisarah@apm.com.my