

NURUL FATEHA BINTI ARSAD

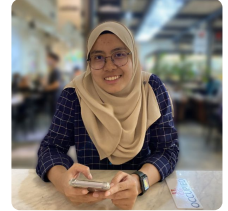
Project Manager

☎ +60 10 940 4595

🌐 [linkedin.com/in/nurulfateharsad](https://www.linkedin.com/in/nurulfateharsad)

✉ nurulfateha.arsad@gmail.com

📍 Selangor, MY



SUMMARY

Results-driven and highly organized Project Manager with over 6 years of experience in successfully managing telecommunications projects. Committed to delivering projects on time and within budget, while adhering to the highest quality standards. Seeking a challenging opportunity to utilize my expertise in project management, communication, and coordination skills to drive the success.

EXPERIENCE

Project Manager

Eco Iblast Sdn. Bhd.

📅 08/2022 - Present 📍 Kepong, KL

- Lead and oversee end to end of project lifecycle, ensuring clear objectives and milestones are defined to achieve project goals effectively.
- Oversaw project scope, schedule, cost, and delivery quality, providing detailed planning and monitoring project progress throughout implementation.
- Validate project implementation against design specifications, collaborating with project planners to ensure adherence to standards.
- Prepare and deliver technical documentation, providing comprehensive insights for smooth project execution and future reference.
- Conduct training sessions and site commissioning as required, ensuring project deliverables meet quality standards.
- Track project milestones, regularly reporting progress to stakeholders, and addressing any concerns proactively.
- Collaborate with stakeholders to prepare quotations, invoices, and claims, ensuring accurate and timely submission.
- Liaise with stakeholders on pricing negotiations and contract-related matters to maintain strong business relationships.

Implementation Project Manager

GCI Science & Technology (M) Sdn. Bhd.

📅 01/2022 - 08/2022 📍 Bangsar, KL

- Spearheaded the 5G DNB-Ericsson project for TI and Microwave, ensuring effective planning and coordination of all project activities.
- Managed the end-to-end project lifecycle, from initiation to successful delivery, while maintaining profitability and quality at the program level.
- Monitored project progress, regularly tracking key performance indicators, and presented comprehensive updates to management and stakeholders.
- Acted as the primary point of contact for the customer, addressing their concerns, ensuring satisfaction, and building strong customer relationships.
- Collaborated with stakeholders to resolve issues, manage expectations, and align project goals with customer requirements.
- Ensured adherence to project timelines and budgets, making necessary adjustments to meet project objectives.

Implementation Project Manager

Southern Infra Sdn. Bhd.

📅 01/2018 - 12/2021 📍 Shah Alam, SEL

- Assigned to the Maxis Network Roll-out project, managing upgrade, decommission, and new sites initiatives with a focus on effective planning and execution.
- Develop comprehensive project plans, outlining project scope, objectives, deliverables, and resource requirements.
- Monitor project progress, track key performance indicators, and implement timely adjustments to ensure project success.
- Responsible for the overall project implementation, coordinating with Contractors/Suppliers, receiving acknowledgment to commence work, and notifying the schedule to operations.
- Conduct inspections and observations of all work to ensure compliance with contract documents and design specifications.
- Validate the actual implementation, ensuring adherence to design specifications endorsed by the project planner.
- Collaborate with cross-functional teams to drive seamless project execution and ensure conformity with the highest quality standards.

EXPERIENCE

Network Surveillance Engineer

Universal Cellular Engineering Services Sdn. Bhd.

📅 08/2016 - 12/2017 📍 Cheras, KL

- Manage and maintain the network monitoring system in the Network Operation Center to ensure real-time monitoring and prompt identification of network issues
- Handle fault incidents promptly and efficiently, employing effective troubleshooting techniques to minimize downtime and service interruptions.
- Escalate critical issues to higher levels of support as per standard procedures and ensure timely resolution within Service Level Agreement (SLA) targets.
- Collaborate with Project Engineers and contractors when necessary to facilitate swift fault resolution and ensure adherence to project timelines and objectives.
- Conduct network performance analysis, identifying trends and areas of improvement to enhance network reliability and performance.
- Prepare daily and weekly reports on network performance, fault incidents, and operational activities as requested by management.
- Implement configuration data changes for network resources, adhering to change management protocols and maintaining accurate records.
- Act as the first point of contact for network-related issues, providing responsive support to end-users and stakeholders.

Systems Engineer

Samsung SDS Asia Pacific Pte Ltd

📅 11/2015 - 07/2016 📍 Sentul, KL

- Assigned to the YES 4G (YTLC - Samsung) project, responsible for seamless site integration to guarantee maximum services availability and performance.
- Manage and maintain the LTE monitoring system, ensuring real-time monitoring of network performance and prompt detection of faults.
- Efficiently handle fault incidents and escalate critical issues following standard procedures to minimize downtime and disruptions.
- Collaborate with RF Engineers and Field Engineers, offering support for back-haul and LTE acceptance tests, and providing assistance as required.
- Report regularly to the project specialist, sharing updates and progress on project integration and performance.
- Prepare daily and weekly statistic reports, offering valuable insights to assist in decision-making and enhance project performance.

EDUCATION & CERTIFICATION

Bachelor of Computer Science (Software Engineering)

University of Malaysia Terengganu

📅 09/2011 - 10/2015

Google Project Management : Specialization

Coursera

📅 01/2023 - 06/2023

SKILLS

Project Management	Communication	Problem-Solving	Project Control Management Tools
Technical Documentation	Budget Management	Customer Relations	Risk Management
Quality Assurance	Troubleshooting	Network Performance Analysis	Project Planning
Time Management	Resource Allocation	Stakeholder Management	