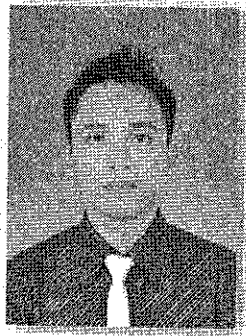


# MOHD NOR AFFANDI B MERTADZA

NO. 453, JALAN TTJ 14, TAMAN TUNKU JAAFAR, 71450 SEREMBAN, NEGERI SEMBILAN  
MOBILE: (012) 337 6011 • EMAIL: AFFANDIMERTADZA@OUTLOOK.COM



## PERSONAL PARTICULARS

- AGE: 33
- RACE: Malay
- WEIGHT: 59kg
- HEIGHT: 160cm
- RELIGION: Muslim
- DATE OF BIRTH: 22nd November 1981
- PLACE OF BIRTH: Hospital Universiti Kuala Lumpur
- MARITAL STATUS: Single
- NATIONALITY: Malaysian

## ABOUT

A friendly modest person who enjoy participate in any activities includes work. Possessing enthusiasm, positive attitude, ability to work well with others, in both supervisory or support staff roles.

Multitasking, accustomed to working in fast paced environments with the ability to think quickly and successfully handle difficult situations.

Good health, good attendance, committed, willing to learn, promotes extra miles.

Working Ethic: Working with integrity.

## OBJECTIVE

Applying for position as Business Administrator / Business Development where my 8 years' experience in customer service line and service delivery can add value to customer centric team and project management at the same time to promote better relationship with the clients and project team members.

## EXPERIENCE / ARCHIEVEMENTS

2010 – 2014 [EIS Services (M) Sdn Bhd, Cheras & Cyberjaya]

*Service Delivery Assistant Manager*

- Project Manager for NEC 711 Preventive Maintenance, covering whole nation with 1067 sites.
  - Successfully met the dateline of project completion within 3 months.
- Project Manager for NEC 711 stock reconciliation covering whole nation.
  - Successfully save EIS from compensating the lost and promote new stock management procedure and design template to ease engineer routine practice.
- Project Manager for SiT Helpdesk System (xGlobal) for EIS to use in day to day business operation.
  - Proposed simplified system layout to ease Call Centre Agents & Logistic Team daily routines. Coordinate project with local vendor and internal users.

- Service Delivery Manager for Fujitsu's Account (Nike, Dexia, Qantas, BMW, NSN, EU Delegation, Hydro Aluminum)
  - Managed to maintained 100% SLA achievement through the year 2010-2014
  - Project Manager for Dexia Office Relocation Project, 1040 PCs 6 server, 2 UPS, 67 Network printer, switches and IP phones.
  - Project Manager for Dexia New PCs and Network Printer installation (4 batches) where each batch consist of 70 set of PCs and 12 unit Network Printer.
- Service Delivery Manager for Gemalto Malaysia.
  - Manage ITM transition from the previous IT to EIS IT Support.
  - Successfully maintained 100% SLA achievement though the year 2011-2014.
- Project Manager for PDRM Site Survey Project, covering whole nation with 1115 sites.
- Introduced and deploy Microsoft Skype to all staff to ease daily communication across the nation. Proven result, improve services updates among technician and call center agent.
- Project Manager for Jabatan Laut Malaysia
  - Involved new devices installation, preventive maintenance service on Finger Print Reader, Access Card Printer, Tally Printer, 2D & MRZ reader.
- Take over billing & invoicing for managed account services. Introduced tracking invoices, PO. Result, archive 100% payment and eliminated unbilled ticket issue.
- Involving in new role, collaborating with Sales Team to prepare proposal for tender submission. Proposing support structure, resources planning, SLA, etc.
- Assisting PMO in operation, which includes back end office support and Petty Cash for internal project use.
- Acknowledged by Fujitsu TS to be of the favorite SDM.

#### 2009 – 2010 [Getronics Solutions (M) Sdn Bhd, Plaza Sentral, KL]

##### *CustomBid Executive Consultant (for DELL program)*

- Introduced project delivery methodology, kick off meeting & site survey for DELL Standard Installation and CustomBid service to smoothen project arrangement and fasten dispatch process. Also implement new way to dispatch service request to installation mailbox.
- Archived 100% in DELL scorecard with no SLA misses through the year 2009-all green.
- Achieved near to 0 escalations through the year 2009, dispute all escalation with written EIR.
- Improved Standard Installation and CustomBid service revenue up to 20%.
- Promote healthy relationship with DELL team, inclusive of DELL Project Manager and received 100% full satisfaction for all services provided.
- Acknowledged by DELL to be the SPOC for Getronics with all matter related to DELL installation and CustomBid service.

#### 2007 – 2009 [Getronics Solutions (M) Sdn Bhd, Plaza Sentral, KL]

##### *Service Level Coordinator (for DELL program)*

- Successfully resolved all open cases in less than 3 month (within probation period).
- Introduced DELL Standard Installation filing for all type of documentation.
- Introduced proper tracking file for DELL standard installation cases- paperless.
- Introduced distribution of Customer Acceptance Form template and project documentation for engineer case study before onsite, this is apply to all service providers.
- Introduced group escalation mailbox for fast communication between DELL and vendors.
- Implemented training courses for system updates with Call Centre and vendors to achieve 0 misses in ETA updates.
- Implemented training course for 7 new recruits — speeding profitability.
- Successfully manage 1<sup>st</sup> server deployment project in Bintulu. Coordinating certified engineer from KL to deploy new infrastructure for Grand Perfect Bintulu. Consist of 20 servers, switches and 2 server rack, 5 storage and backup (MD1000, MD3000, TL4000).
- Continuous achievement in project deployment at First Solar Penang, Penang Adventist

- Hospital, ExxonMobil, Ambank, Alcatel, VPI International, Continent Bangkok Bank and more. Deployment consists of rack mount servers, chassis servers, DELL storage box, EMC box, Equallogic box, Cisco, Symantec, Networking and Microsoft products.
- Acknowledged by ExxonMobil to be the favorite service coordinator.
- Promoted as CustomBid Executive Consultant.

2006 – 2007 [Celcom, Menara Celcom, Jalan Semarak, KL]

*Customer Service Executive*

- Met the target QA in less than 1 month (within probation)
- Met expected AHT target for each month.

## EDUCATION

2000 – 2004 [Multimedia University, Ayer Keroh Melaka]

*Bachelor Degree in IT Management*

- Director of Malam Citrawarna for MMU Convocation Carnival year 2004 [Success]
- MMU representative in State Theater Competition (Tari Canggung Hamidah) as Sound Technician. [Won]
- Malaysian University English Test, MUET – Band 4

1998 – 1999 [Sekolah Menengah Teknik Tuanku Jaafar, Seremban]

- SPM- Aggregate -1 [4 A's, 6 Cdt]
- School representative in Chinese calligraphy and Arabic calligraphy [Won]
- Certificate IT Courses (1998) Microsoft Office (Office 97-Word, Excel, Power Point) from Institut Setia Seremban.
- Student prefect (1995-1997)

1994 – 1997 [Sekolah Menengah Kebangsaan Senawang, Seremban]

- PMR-[5 A's, 3 B's]
- Student prefect (1995-1997)

1988 – 1993 [S.R.J.K (C) Sin Hua Rahang, Seremban]

- UPSR-[1 A's, 5 B's]

## SKILLS

### Computer Skills

- Microsoft Windows® Platform Operating System [Windows® 95, Windows® 98, Windows® ME, Windows® 2000, Windows® xp Professional, Windows® Vista, Windows® 7, Windows® 8].
- Microsoft® Office 97, 2000, xp, 2003, 2007, 2010, 2013 [word, power point, excel, project, visio, outlook].
- Adobe Audition, Adobe Acrobat Professional, Photo Impact & other software.
- Good in handling computer (desktop / laptop), can fix most of minor error, setup a PC from scratch, able do small networking, reloading OS, repartitioning and reinstall computer software and driver hardware.

### Language Skills

- Moderate writing and speaking in Mandarin. Good in English and Bahasa Melayu, speak and write.

## INTEREST

Running, swimming, hiking, jungle tracking, pets, carpentry, computers and gadgets.

## NEAR FUTURE PLAN

To archive ITIL and PMP certification to have better carrier support in the IT Project Management industries.

To be in business development management.

## AVAILABILITY

Immediately.

## EXPECTED SALARY

MYR 4,100.00 – MYR 4,300.00 (Depends on job scope & roles and responsibilities.)

## REFERENCE

Cheah Phee Hock @ 012-320 7723 (Former Director)  
email: PheeHock.Cheah@getronics.com

Sheela Selvadurai @ 012-326 7830 (Former Manager (immediate superior))  
email: sheela.selvadurai@yahoo.com

Henrique Soh Leong Hong @ 012-267 7699 (Former CEO/MD)  
email: henrique.soh@eis2u.com

Masliza Mustaza @ 017-607 1443 / 016-524 2100 (Former Human Resources)  
email: masliza@eis2u.com