

MOHAMAD AFIZI BIN JAMAL

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PROFESSIONAL PROFILE

A driven self-starter who is enthusiastic about making a career change into the IT industry role that complements my skills and qualifications. My aim is to seek a challenging position that needs innovation, creativity, dedication and which enable me to continue to work in a fast-paced environment, leveraging my current knowledge and fostering creativity with many learning opportunities. I'm well-prepared to start from the ground up and have a strong dedication to embracing new knowledge and experiences.

CAREER SUMMARY

Database Support Officer | Greenpeace Southeast Asia Berhad | Kuala Lumpur June 2023 – June 2024

- Provide first-level technical support of database platform/system (Salesforce), facilitating data import/export, maintaining the system, ensuring integration, and collaborating with internal teams and external providers.
- Analyzing and troubleshooting platform/system issues, gathering feedback for improvement, ensuring data integrity, and escalating issues when necessary.
- Ensuring integration between databases, providing and maintaining reports and dashboards, and preparing documentation related to the database platform/system.
- Processing and reconciling invoices from third-party partners in Malaysia and also coordinating with the regional team
- Assisting with monthly debit reports, donor/agency reports, invoices, and other necessary documents.

Operations Executive | Sheng Tai (MM2H) Sdn Bhd | Selangor Jan 2020 – May 2023

- Responsible to coordinate Malaysia My Second Home (MM2H) applications, including preparation of necessary documentation and paperwork as well as compiling the documentation for online and physical submission.
- Liaise with Immigration Unit for application submission of new applications, new visa and endorsement and other immigration related matters.
- To process and follow up MM2H applications with the applicant as well as with the related government agencies and other agencies including banking and medical checking.
- Manage and maintain the customer records to ensure it is up to date and easily accessible as and when required.

HR Operations Executive | ASK HR Consultancy Sdn Bhd | Selangor July 2019 – Dec 2019

Client – HSBC Electronic Data Processing (Malaysia) Sdn Bhd

- Responsible for timely payroll processing, collect payroll information, generate periodic updates and other related function involve in full cycle of payroll processing to ensure monthly salaries are paid accurately and on time as well as providing the necessary support and advice to staff-on-staff benefits matters.
- Ensure accurate and timely salary pay-out besides ensuring compliance with relevant statutory bodies (LHDN, EPF, SOCSO, etc.) regulations.
- Preparing all initial documentation and initiate application of expatriate' employment pass as well as Professional Visit Pass (for short term assessment) and dependents pass through agents.
- Ensure employee's personal records are up-to-date and updated to HRDirect portal and SuccessFactor.

Administrative Assistant Grade N19 | Malaysian Medical Council | Kuala Lumpur May 2018 – June 2019

Payroll Unit (Jan 2019 - June 2019)

- Responsible on monthly salary, allowances, Social Security Organization (SOCSO) contributions, Employees Provident Fund (EPF) contributions and others relating to payroll.
- Creating autopay instruction onto banking system through online banking platforms.
- Preparing yearly reports for any remittance for clearance and audit.
- Responsible to for office financial management such as, budget, and preparing audit schedules.

Full Registration Unit (May 2018 - Dec 2018)

- Responsible in the process of full registration of medical practitioners based on the application received from hospital administration upon completing housemanship.
- Assisting medical practitioner and providing guidance on the completion of documents / information.
- Responsible in handling complaint / trial cases against medical practitioners.

ESD Consultant | Agensi Pekerjaan MPL Sdn Bhd | Selangor Nov 2017 – Apr 2018

- Support department in relation to client's expatriates' advisory services related to Employment Pass (EP), Dependent Pass (DP), Professional Visit Pass (PVP), Long Term Social Visit Pass (LTSVP) as well as Special Pass (SP), Transfer of Endorsement, Take-up Balance and pass cancellation through ESD, MIDA portal and over-the-counter.
- Responsible for supporting operational excellence for Domestic and International Assignees mainly on customer service, immigration, translation, legalization processes and notary public depending on case.
- Ensuring hard copies of immigration files are updated at respective location to ensure consistency of data protection.

Visa & Immigration Consultant | Sirva Relocation Malaysia Sdn Bhd | Kuala Lumpur Feb 2016 – Oct 2017

- Provide consultation on various types of permit application such as Employment Pass (EP), Dependent Pass (DP), Professional Visit Pass (PVP), Long Term Social Visit Pass (LTSVP), Permission to Study (PTS), Special Pass, Transfer of Endorsement, Take-up Balance as well as pass cancellation through MDEC and ESD system
- Make certain that all of the information provided by the client is accurate and correct, and meet authority's requirement and uploading required documents through ESD and MDeC system for an online submission.
- Provide consultation and services for translation, legalization and attestation for original certificates.
- Liaise with Immigration, TalentCorp, MDeC, and MIDA and etc for application submission.
- Search and provide the best advice and suggestion based on the client's requirements.
- Take full responsibility of all Immigration issues and operations, remaining up to date with any changes to immigration rules and policies.

Operation Assistant | Permit Pro Consultancy Sdn Bhd | Kuala Lumpur Jan 2015 – Jan 2016

- Assist in preparing the documents for Employment Pass (EP), Dependent Pass (DP), Professional Visit Pass (PVP), Long Term Social Visit Pass (LTSVP) including Special Pass, Transfer of Endorsement, Take-up Balance as well as pass cancellation applications for ICT and MSC Status Company through MDEC and ESD system
- Ensure all information given is correct, up-to-date and relevant to the application.
- Create case, key-in details, update case log consistently the completion of the specific case.

INDUSTRIAL TRAINING

Medical Records Intern | Pantai Hospital Ayer Keroh | Melaka

Feb 2014 – June 2014

- Creates new medical records and retrieves existing medical records by gathering appropriate record folders and contents; assigning and recording new record numbers; verifying existing record numbers; inputting and recording locations to computer and delivering records.
- Gathers patient information by collecting demographic information from a variety of sources and interacting with registration areas and physicians' offices.
- Assigning appropriate medical coding on patient's medical records using ICD-10.

PROFESSIONAL CERTIFICATE

Google Analytics for Beginners | Google Analytics Academy | 2020

EDUCATIONS

Bachelor of Science Records Management (Honors)

Sep 2011 – Nov 2014

Universiti Teknologi Mara (UITM), Puncak Perdana, Selangor

Diploma in Information Management

Dec 2008 – May 2012

Universiti Teknologi Mara (UITM), Sungai Petani, Kedah

SKILL SETS

Computer Skills	Operating System: Microsoft Windows Documents Processing Software: Microsoft Word, Google Docs Spreadsheet Processing Software: Microsoft Excel, Google Sheets Presentation Software: Microsoft PowerPoint, Google Slides CRM Platform: Salesforce Development Tools: VBA, Microsoft Frontpage, Adobe Dreamweaver MX, Visual Studio Code Web Development Language & Mark-up Language: HTML, CSS, SQL Communication & Collaboration Tools: Microsoft Outlook, Google Mail, Zoom, Slack, Asana Graphic Design: Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Microsoft Publisher, Canva 3D Modelling: Autodesk Tinkercad, Trimble Sketchup
Technical Skills	Computer Maintenance and IT Support: Hardware Diagnostics, System Repair, OS Installation and Configuration, System Troubleshooting, Data Backup and Recovery, Driver Management, Technical Support
Information Management Skills	AACR2, ISBD, ISAD-G, Dublin Core and ICD-10
Communicative Skills	Proficient command and writing skills in both English and Malay , with conversational ability in Japanese .