

MOHAMAD AFIZI BIN JAMAL

Kuala Lumpur, Malaysia | fizzyjamal@gmail.com | +60135225822 | <https://mohamadafizi.github.io/portfolio>

PROFESSIONAL PROFILE

Seeking a challenging position that needs innovation, creativity, and dedication 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.

SKILL SETS

Computer Skills	Operating Systems: Microsoft Windows Version Control: GitHub Desktop 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 Languages & Markup Languages: HTML, CSS, SQL Communication & Collaboration Tools: Microsoft Outlook, Google Mail, Zoom, Slack, Asana Graphic Design: Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Microsoft Publisher 3D Modelling: Autodesk Tinkercad
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 basic conversational ability in Japanese.

CAREER SUMMARY

June 2023 – June 2024	Database Support Officer Greenpeace Southeast Asia Berhad Kuala Lumpur <ul style="list-style-type: none">Provide first-level technical support for the Salesforce database, handling data import/export, system maintenance, and integration with internal teams and external providers.Analyze and troubleshoot platform issues, ensure data integrity, gather feedback for improvement, and escalate issues as needed.Manage reports, dashboards, documentation, and process invoices from third-party partners while coordinating with the regional team on monthly reports and documents.
Jan 2020 – May 2023	Operations Executive Sheng Tai (MM2H) Sdn Bhd Selangor <ul style="list-style-type: none">Coordinate Malaysia My Second Home (MM2H) applications, including preparing and compiling documentation for online and physical submission.Liaise with the Immigration Unit for submissions, new visas, endorsements, and other immigration matters.Process and follow up on MM2H applications with applicants, government agencies, banks, and medical institutions, while managing and maintaining up-to-date customer records.
July 2019 – Dec 2019	HR Operations Executive ASK HR Consultancy Sdn Bhd Selangor Client – HSBC Electronic Data Processing (Malaysia) Sdn Bhd <ul style="list-style-type: none">Manage full-cycle payroll processing, ensuring accurate and timely salary payments while providing support on staff benefits.Ensure compliance with statutory regulations (LHDN, EPF, SOCSO) and timely salary disbursements.Handle expatriate employment pass, Professional Visit Pass, and dependent pass applications, and maintain up-to-date employee records on HR portals.
May 2018 – June 2019	Administrative Assistant Grade N19 Malaysian Medical Council Kuala Lumpur Payroll Unit (Jan 2019 - June 2019) <ul style="list-style-type: none">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. Full Registration Unit (May 2018 - Dec 2018) <ul style="list-style-type: none">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.
Nov 2017 – Apr 2018	ESD Consultant Agensi Pekerjaan MPL Sdn Bhd Selangor <ul style="list-style-type: none">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.

Feb 2016 – Oct 2017	Visa & Immigration Consultant Sirva Relocation Malaysia Sdn Bhd <ul style="list-style-type: none">• Consultation and Application Services: Offer guidance on various permit applications (e.g., Employment Pass, Dependent Pass) and manage online submissions through ESD and MDeC systems.• Document Verification and Submission: Ensure client-provided information is accurate, upload necessary documents, and handle translations, legalization, and attestations of certificates.• Liaison and Advisory: Coordinate with agencies like Immigration and TalentCorp, provide expert advice based on client needs, and stay updated on immigration rules and policies.	Kuala Lumpur
Jan 2015 – Jan 2016	Operation Assistant Permit Pro Consultancy Sdn Bhd <ul style="list-style-type: none">• 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.	Kuala Lumpur
INDUSTRIAL TRAINING		
Feb 2014 – June 2014	Medical Records Intern Pantai Hospital Ayer Keroh <ul style="list-style-type: none">• 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.	Melaka
PROFESSIONAL CERTIFICATE		
	Google Analytics for Beginners Google Analytics Academy	2020
EDUCATIONS		
Sep 2011 – Nov 2014	Bachelor of Science Records Management (Honors) Universiti Teknologi Mara (UITM)	Selangor
Dec 2008 – May 2012	Diploma in Information Management Universiti Teknologi Mara (UITM)	Kedah