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<div><div>SUMMARY</div><div>A professional portfolio of mine serves as evidence of my continuous professional growth showcasing a range of applications and software used along with the skills and achievement gained throughout my university years all the way to my current position.</div><div>I am committed to continuous learning and growth, actively pursuing opportunities to expand my skill set through specialized training programs, certifications, and hands-on projects. Explore my portfolio to discover specific projects, achievements, and examples of my work demonstrating my capabilities and potential for collaboration.</div></div>	
<div><div>PROFESSIONAL PORTFOLIO</div><div><div>Technical Skills</div><div><div>Database Support Officer Greenpeace Southeast Asia Berhad</div><div>Salesforce (Classic) - Customer Relationship Management (CRM) platform<ul style="list-style-type: none">Data Management: Efficiently create, update, and manage records in Salesforce. This includes data entry, record editing, and maintaining data quality.Customization: Capable of customizing Salesforce Classic to meet specific business needs. This includes creating custom fields, objects, and page layouts. Plus, able to design and customize reports and dashboards.Reports and Dashboards: Ability to create and customize reports and dashboards in Salesforce Classic to provide actionable insights and analytics to the team.Lead and Opportunity Management: Managed leads and opportunities, including lead conversion and opportunity tracking.Data Import and Export: Capable in importing and exporting data using tools like Dataloader, ensuring data accuracy and consistency.User Support: Provides user support and training to help colleagues effectively utilize Salesforce Classic, resolve issues, and improve their efficiency.</div><div>Evergiving – Fundraising Platform<ul style="list-style-type: none">Web Application Expertise: Using the Wsycast web application enabling me to effectively process and manage pledges and oversee the entire donor journey, including establishing detailed donor communication pathways.Data Integration: Reconciling data between Evergiving and Salesforce, identifying discrepancies, and ensuring accuracy as well as skilled in manually exporting data from Evergiving to Salesforce.</div><div>Civis Analytics – Cloud Data Analytics Platform<ul style="list-style-type: none">Data Management: Navigating Civis Analytics platforms to access and manage data.Data Analysis: Able to perform simple calculations and transformations on data fields and familiar with generating basic statistical summaries and insights.Report Navigation: Able to locate specific information and insights within reports and experienced in customizing views and filters to focus on relevant data.</div><div>Asana – Task Management Platform<ul style="list-style-type: none">Task Creation: Able in creating tasks within Asana to track various activities and Projects.Deadline & Task Prioritization Setting: Skilled in setting deadlines and due dates for tasks to ensure timely completion also able to prioritize tasks based on urgency and importance, optimizing workflow efficiency.Collaboration & Progress Tracking: Experienced in collaborating with team members by sharing tasks, comments, and updates within Asana as well as monitoring task progress and status updates to stay informed about project developments.</div><div>Operation Executive Sheng Tai (MM2H) Sdn Bhd RoadRunner – Enterprise ERP Software<ul style="list-style-type: none">Financial Management: Used the system to manage involves accurate recording of income and expenses, generating financial reports, and maintaining an up-to-date ledger to optimize revenue.Tenant and Owner Data Management: Used system to manage tenants and property owners data and to provide important information such as lease agreements, rent payment history, and financial statements upon request.User Training and Support: Provide training and support to Sales Team for mobile version to ensures that all staff are proficient in its use, reducing errors and increasing productivity.</div><div>Sheng Tai International Apps – Hotel Room Booking Apps<ul style="list-style-type: none">Point of Contact and Project Involvement: As the primary liaison between users/customers, management and apps vendor. Played a pivotal role in the development of the company's hotel booking app as participate in the User Acceptance Testing (UAT), identifying errors, and relaying feedback to the developer team. Additionally, managed backend administration, ensuring the accuracy and currency of user records.App Navigation and Customer Support: Proficient in navigating the hotel booking app, efficiently assist customers with reservations, including browsing available properties, checking room availability, and exploring booking options. Furthermore, provide exceptional customer support by addressing inquiries, resolving issues, and managing special requests to enhance the overall user experience.Booking Management: Managing bookings within the app, handling new reservations, modifying existing bookings, and processing cancellations or changes requested by guests. Additionally, collaborated with hotel staff in the backend to accommodate custom bookings, ensuring a personalized and seamless experience for guests.Point Redemption and Property Owner Interaction: Responsible for managing point redemption within the app, accurately deduct points earned by property owners when guests redeem them for bookings, ensuring the integrity of the point system.</div><div>HR Operation Executive ASK HR Consultancy Sdn Bhd SAP SuccessFactor – Cloud Human Capital Management (HCM) platform<ul style="list-style-type: none">Performance Management: Utilize performance management modules to set and track performance goals, conduct appraisals, and provide continuous feedback to employees.Learning Management: Managed training and development initiatives using SuccessFactors' learning management system includes course creation, assigning training to employees, and tracking their progress and certifications.Employee Central: Maintained employee data including personal information, employment history, and organizational structure within SuccessFactors' Employee Central module and ensure accurate and up-to-date records.</div><div>Administrative Assistant Grade N19 Malaysian Medical Council Standard Accounting for Government Agencies (SAGA)<ul style="list-style-type: none">Financial Reporting: Producing timely and accurate financial statements that follow to relevant accounting standards. This involves data entry and report generation.Regulatory Compliance: Ensuring that financial statements are in full compliance with the accounting standards and regulations that govern financial reporting.Technical Proficiency: Possess the technical skills required to navigate SAGA effectively basic troubleshooting and liaising with developer team for any issue arise.Audit and Control: Implementing audit and control procedures to maintain the accuracy and integrity of financial data.</div><div>Medical Register Information and Technical System (MeRITS)<ul style="list-style-type: none">Data Management: Managing healthcare information within the system includes updating and maintaining practitioner records accurately.Regulatory Compliance: Ensuring that healthcare regulations and standards, such as continuing education requirements, are meticulously upheld.Effective Communication: Liaise with hospital administrators and various stakeholders to provide updates on the status of medical practitioners to ensures a seamless coordination and adherence to regulatory standards within the healthcare system.</div><div>Medical Records Intern Pantai Hospital Ayer Keroh Hospital Information System (HIS)<ul style="list-style-type: none">Medical Records Management: Locating medical records within the FIS(Cien) system, facilitating quick retrieval for patient care.Tracking System Utilization: Utilizing FIS(Cien)'s tracking system to monitor the whereabouts of medical records, whether they are stored in the records room or with attending physicians.</div></div></div></div>	

<div><div>• ICD-10 Coding: Accurately keying in ICD-10 codes in alignment with patient diagnoses, ensuring compliance with medical coding standards.</div><div>• Data Maintenance: Maintaining up-to-date patient records within the FIS(Cien) system, ensuring that all relevant data is readily available for physicians during patient check-ups, thus enhancing efficiency and facilitating informed decision-making.</div></div>	
<div><div>Freelance & Part Time Projects</div><div>Video Editor for Etika Academy Corporate and Promotional Video<ul style="list-style-type: none">Worked on a project for Etika Academy, where I was tasked with creating a captivating corporate video for an event. I utilized PowerPoint for planning and organizing content, and video editing software to add visual effects and enhance professionalism. By combining these tools effectively, I was able to produce an engaging video for their event.</div></div>	
<div><div>Extracurricular Activities</div><div><div>• ICT Exco in Sekretariat Mahasiswa Fakulti Pengurusan Maklumat (SMF) UTM<ul style="list-style-type: none">Designing posters and media for all events organized by SMF</div><div>Become a member of the organizing team for the "Karnival D' Puncak," a university event. My specific task is to design the event poster for the booths and activities. To achieve this, I use software like Photoshop, Illustrator, and mixed photo editing tools to create the visual materials for the event.</div><div>Created a Montage Video Editor for SMF Exco and activities<ul style="list-style-type: none">Assigned to produce an introductory video for the association's annual meeting at the university. I used PowerPoint and mixed video editing tools to create this video.</div></div></div>	
<div><div>Academic Projects</div><div><div>• IMR65 – Management of Audio-Visual Records & Archives<ul style="list-style-type: none">Project: Binary Bay Archives Centre Photo DescriptionProject: Nasi Ambeng Documentary</div><div>• IMS457 – Multimedia for Information Professional<ul style="list-style-type: none">Project: Euro Trip PresentationExplore Europe through interactive multimedia presentation, "Eurotrip." This presentation provides insights into each country's culture, landmarks, and interesting facts. Developed using Macromedia Director, it includes videos and visuals edited with Swish, Adobe Photoshop, and Illustrator. The focus is on interactivity, allowing users to engage dynamically and discover Europe's wonders.</div><div>• IMR606 – Digitization of Records and Archives<ul style="list-style-type: none">Project: E-Resume SystemDeveloped using Microsoft Visual Basic, enables students to input personal details and experiences, seamlessly integrated with data in Microsoft Access. Tailored for employers, it serves as a tool to identify suitable candidates for job vacancies. The project's goal was to streamline the job search process, offering an efficient platform for students and employers to connect effortlessly.</div><div>• IMA656 – Designing Instruction for E-Learners<ul style="list-style-type: none">Project: 3R Awareness Multimedia PresentationThe "3R Awareness Multimedia Presentation" is an educational project aimed at promoting environmental awareness through the principles of "Reuse, Reduce & Recycle" (3R). Created using Macromedia Director and supplemented with tools like Swish, Adobe Photoshop, and Illustrator, this interactive presentation provides an understanding of the 3R concept. Through engaging visuals and user-friendly interfaces, viewers are enlightened about the importance of conserving resources by adopting sustainable practices in their daily lives. The project serves as a tool in advocating for environmental responsibility and empowering individuals to make informed choices for a greener future.</div><div>• IMS506 – Database Application for Information Management<ul style="list-style-type: none">Project: Sport Centre Management SystemContributed to the development of an electronic database application using Microsoft Access to create a Sport Centre Management System. Designed tables to store information about members, facilities, bookings, and schedules. Additionally, created queries for retrieving specific data, forms for easy data entry and viewing, and reports for summarizing center activities. This project provided me with valuable experience in database development and management using Microsoft Access.</div><div>• IMR555 – Development of Electronic Records System<ul style="list-style-type: none">Project: Mawar Intelek Tuiton Centre Management SystemThe Mawar Intelek Tuiton Centre Management System, developed using Microsoft Visual Basic and integrated with Microsoft Access, is a comprehensive software solution tailored for our client, Mawar Intelek Tuiton Centre. This electronic records management system simplifies administrative tasks by providing functionalities such as registration management, subject enrollment, payment tracking, class attendance monitoring, and performance tracking. The system enhances operational efficiency and organization, facilitating seamless management of student records and academic processes.</div><div>• IMR505 – Planning and Design of Records and Archival Repositories<ul style="list-style-type: none">Project: Memorial Archive Centre Photo Description</div><div>• IMS456 – Basic Web Design and Content Management<ul style="list-style-type: none">Project: About Me Website"My 'About Me Website' project, undertaken as part of a subject module, demonstrated my proficiency in website development. Utilizing HTML, I constructed the website's framework, while CSS enabled me to apply colors and layouts. I adeptly incorporated hyperlinks for seamless page navigation and employed framesets to organize content efficiently. Additionally, I took the initiative to publish the website to a free web hosting platform (Sofefree.com), showcasing my dedication to go the extra mile in project execution. Moreover, I edited photos and videos to further enhance the site's visual appeal.</div><div>Project: UUTM Publication Website<ul style="list-style-type: none">The "UUTM Publication Website" is a personal project created as per subject requirement. Utilizing frameset and CSS styling, I designed a visually appealing platform for showcasing university publications. To enhance its presentation, I incorporated edited photos and videos, enriching the user experience. Hyperlinks were strategically placed to connect users with relevant websites. Additionally, I implemented a carousel ad feature to promote university activities effectively.</div><div>• IMR455 – Administration of Archives<ul style="list-style-type: none">Project: Establishment of Malaysia E-BookEstablishment of Malaysia eBook created to commemorate Malaysia's Independence history. Creatively utilizing Photoshop, Illustrator, and free templates sourced from the internet, I crafted the e-book to resemble an actual printed publication. Through meticulous design and layout, the e-book offers an immersive reading experience. Selected as an exemplary assignment, it serves as a model for other students exploring similar projects.</div><div>• BJP401, BJP451 & BJP501 – Japanese Language<ul style="list-style-type: none">Project: Japanese Language VideoCreated and edited a Japanese video for a group project. Used different techniques like transitions, animations, and synced audio and video. Also added music, sound effects, and Japanese Romaji subtitles to create an engaging learning experience</div><div>• ETR300 – Fundamentals of Entrepreneurship<ul style="list-style-type: none">Project: GreenKlean Business Proposal Photo Description</div><div>• IMD303 – Concept of Programming<ul style="list-style-type: none">Project: Mini Translator for Malay, English, Albanian, French and DanishCreated a Mini Translator Software using Microsoft Visual Basic, showcasing my skills in VB programming. I designed an easy-to-use interface for the translator, enabling text translation between Malay, English, Albanian, French, and Danish. To improve the software's presentation, I incorporated graphics created using Photoshop, making it visually appealing and user-friendly.</div></div></div>	

<div><div>Project: Math Magic Application</div><div>Developed "Math Magic" Application using Microsoft Visual Basic to display skills in VB programming. Designed a user-friendly interface tailored for kids, making math learning fun and engaging. The application features simple math quizzes with answer checking and total marks calculation. Additionally integrated a calculator for added utility. Inserting playful graphics created using Photoshop to enhance the software's appeal and adding to its kid-friendly vibe.</div></div>	
<div><div>• IMD153 – Introduction to Multimedia<ul style="list-style-type: none">Project: About Me Multimedia PresentationCreated an "About Me" Multimedia Presentation' using Macromedia Director and Swish. It includes photos and videos edited with Photoshop and Illustrator for a polished look. The presentation utilizes effects from Macromedia Director to make it engaging. It provides insight into my background, interests, and related information.</div></div>	
<div><div>• IMD152 – Management of Internet Resources<ul style="list-style-type: none">Project: About Me Website"About Me" Website' project, part of a subject module, showcased my skills in website development. Using HTML, I built the website's structure, while CSS allowed me to style it with colors and layouts. I mastered hyperlinks to connect pages seamlessly. Framesets helped me organize content effectively. Moreover, I edited photos and videos to enhance the site's visual appeal.</div></div>	
<div><div>Project: Beetles Website</div><div>A website on 'Beetles' was created using HTML. To enhance its visual appeal, photos and videos were edited and seamlessly incorporated. The website, styled with CSS and organized with framesets, offers an immersive platform for learning about these captivating creatures. Additionally, animated buttons were implemented to increase interactivity and enrich the browsing experience</div></div>	
<div><div>PROFESSIONAL DEVELOPMENT</div><div><div>Continuous Learning</div><div><ul style="list-style-type: none">• Microsoft Learn• Salesforce Trailhead• Datacamp• AWS</div><div>Professional Certification<ul style="list-style-type: none">• Google</div><div>Learning Certificates<ul style="list-style-type: none">• AWS Essential Training for Developers LinkedIn 2022• Azure Administration Essential Training LinkedIn 2022• Cisco Networking Foundations: Fundamentals of Cisco Networking LinkedIn 2022• Data Science and Analytics Career Paths and Certifications: First Steps LinkedIn 2022• Google Cloud Foundations LinkedIn 2022• Introduction to Career Skills in Data Analytics LinkedIn 2022• Introduction to VMware LinkedIn 2022• IoT Foundations: Fundamentals LinkedIn 2022• Learning Alibaba Cloud LinkedIn 2022• Learning Docker LinkedIn 2022• Learning Fusion 360 LinkedIn 2022• Learning ITIL® LinkedIn 2022• Learning Kubernetes 2018 LinkedIn 2022• Learning Microsoft 365 (Office 365) LinkedIn 2022• Learning Microsoft Project LinkedIn 2022• Learning ServiceNow LinkedIn 2022• Learning Tinkercad LinkedIn 2022• Microsoft Power Apps Essential Training: The Basics LinkedIn 2022• Power BI Essential Training LinkedIn 2022• Salesforce Essential Training LinkedIn 2022• SAP ERP Essential Training LinkedIn 2022• SPSS Statistics Essential Training LinkedIn 2022• Supply Chain Foundations: Managing the Process LinkedIn 2022• Tableau Essential Training LinkedIn 2022</div><div>Google Analytics for Beginners Google Analytics Academy 2020</div></div></div>	

<div><div>SKILL SETS</div><div><div>Operating System: Microsoft Windows</div><div>Documents Processing Software: Microsoft Word, Google Docs</div><div>Spreadsheet Processing Software: Microsoft Excel, Google Sheets</div><div>Presentation Software: Microsoft Powerpoint, Google Slides</div><div>CRM Platform: Salesforce</div><div>Development Tools: VBA, Microsoft Frontpage, Adobe Dreamweaver MX</div><div>Programming Language: C++, Java</div><div>Web Development Language & Mark-up Language: PHP, MySQL, CSS, HTML, XHTML, and XML</div><div>Communication & Collaboration Tools : Microsoft Outlook, Google Mail, Zoom, Slack, Asana</div><div>Graphic Design: Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Microsoft Publisher, Canva</div><div>3D Modelling: Autodesk Tinkercad, Trimble Sketchup</div></div></div>	
<div><div>Technical Skills</div><div>Computer maintenance</div></div>	
<div><div>Information Management Skills</div><div>AACR2, ISBD, ISAD-G, Dublin Core and ICD-10</div></div>	
<div><div>Communicative Skills</div><div>Proficient command and writing skills in both English and Malay language with an added ability of fair use of Japanese language as well.</div></div>	