



WAN  
AMIRA

PLATFORM  
EXPERIENCE  
ASSOCIATE

## PROFILE

I am an experienced social media platform trust and safety in an IT, Big Data and FinTech driven field.

Be able to speak in **Malay**, **English** and **Turkish**, I am a opportunist that seeking a promising opportunity in Business, Banking and IT industry.

## CONTACT

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No.2 Jalan Jati Bukit P11/10,  
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## SKILLS

- Microsoft Office
- Digital Marketing
- Market Research
- Social media trust and safety
- Scrum and Agile Methodology
- Project management
- Data and financial analysis
- Event and travel management

## EXPERIENCE

### PLATFORM EXPERIENCE ASSOCIATE

ACCENTURE TECHNOLOGY LTD | SEP 2021 - CURRENT

- Working toward creating a positive environment and improve user experience online.
- Managing and safeguarding content effectively on digital platforms.
- Respond to user inquiries with high quality, speed, empathy, and accuracy.
- Understand and remain up-to-date with client policies and guidelines
- Resolve inquiries according to defined policies and procedures.
- Fulfill base productivity and quality requirements.

### PROJECT MANAGEMENT TRAINEE

ETIQA DIGITAL SOLUTIONS PTD LTD | APR 2021 - AUG 2021

- Adopting agility and Scrum Methodology in handling digital and start up partnership projects as well as digital marketing campaigns with company's stakeholder.
- Involving data analysis, marketing research, planning, content development, budgeting, compliance and proposal presentation to managerial level for approval.
- Content creator for financial page in social media.
- Secretarial duty for management team meeting on monthly basis.
- Directorial duty for an Online Event

### ADMINISTRATION EXECUTIVE

PRODUKTIF KUALITI MEDICAL SUPPLY PTD LTD | OCT 2020 - APRIL 2021

- Involving multi-task operation between Finance, Human Resource and Project Administration.
- Project Administration execution involving monitoring ongoing project, monitoring staffs on site, liaise closely with stakeholder, monthly report submission and clerical duty in the office.
- Finance duty including account receivable monthly update, overtime payables, scrutinizing invoice before issuance.
- Human Resources duty such as executing overtime payroll, monthly insurance and employee pension fund payroll, and handling end-to-end hiring process.

## EDUCATION

### BACHELOR'S DEGREE IN BANKING AND FINANCE, BA (HONS)

ISTANBUL COMMERCE UNIVERSITY | 2015 - 2019

GPA: 3.35

## CERTIFICATES

### THE FUNDAMENTALS OF DIGITAL MARKETING

GOOGLE DIGITAL GARAGE

APR 2022

### WHAT IS DATA SCIENCE?

IBM

JAN 2021

## HOBBY AND INTEREST

- Aqua-scaping
- Reading online materials
- Traveling
- Explore online entrepreneurship
- Watching movies and documentary.
- Camping.
- Volunteering event
- Learning online courses

## OTHER EXPERIENCES

### **ADMINISTRATION OFFICER - PART TIME**

KOYA ISTANBUL TRAVEL AND TOURS | JAN 2018 - FEB 2020

- Working toward clients and travelers satisfaction by achieving best services and travelling experiences.
- Respond and liaise with client inquiries regardless to short notice period, urgency or within different time zone.
- Performing event and tour management that include itinerary, budget, cost and operational planning.
- Involving operational duty such as tour guiding, hotel and flight booking as well as transportation rental.
- Preparing marketing content in social media

### **FINANCE INTERN**

LE MERIDIEN HOTEL, PUTRAJAYA | JUL 2017 - SEP 2017

- Assisting account payable executive on daily basis.
- Dealing with account payable transaction including monitoring incoming invoices and purchase order before payment being made.
- Overseeing any mistake or suspicious amount in the invoices and purchase order that company issued.
- Preparing and issuing check for certain payment that unable to be paid via wire bank transfer.
- Exposure with Lightspeed accounting system.