



# My career experience walkthrough

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The initiative of these slide contents are to give external users a bigger picture of the business landscape, as well as my role



# Data Analysis, Process Flow

## Internal Stakeholders:

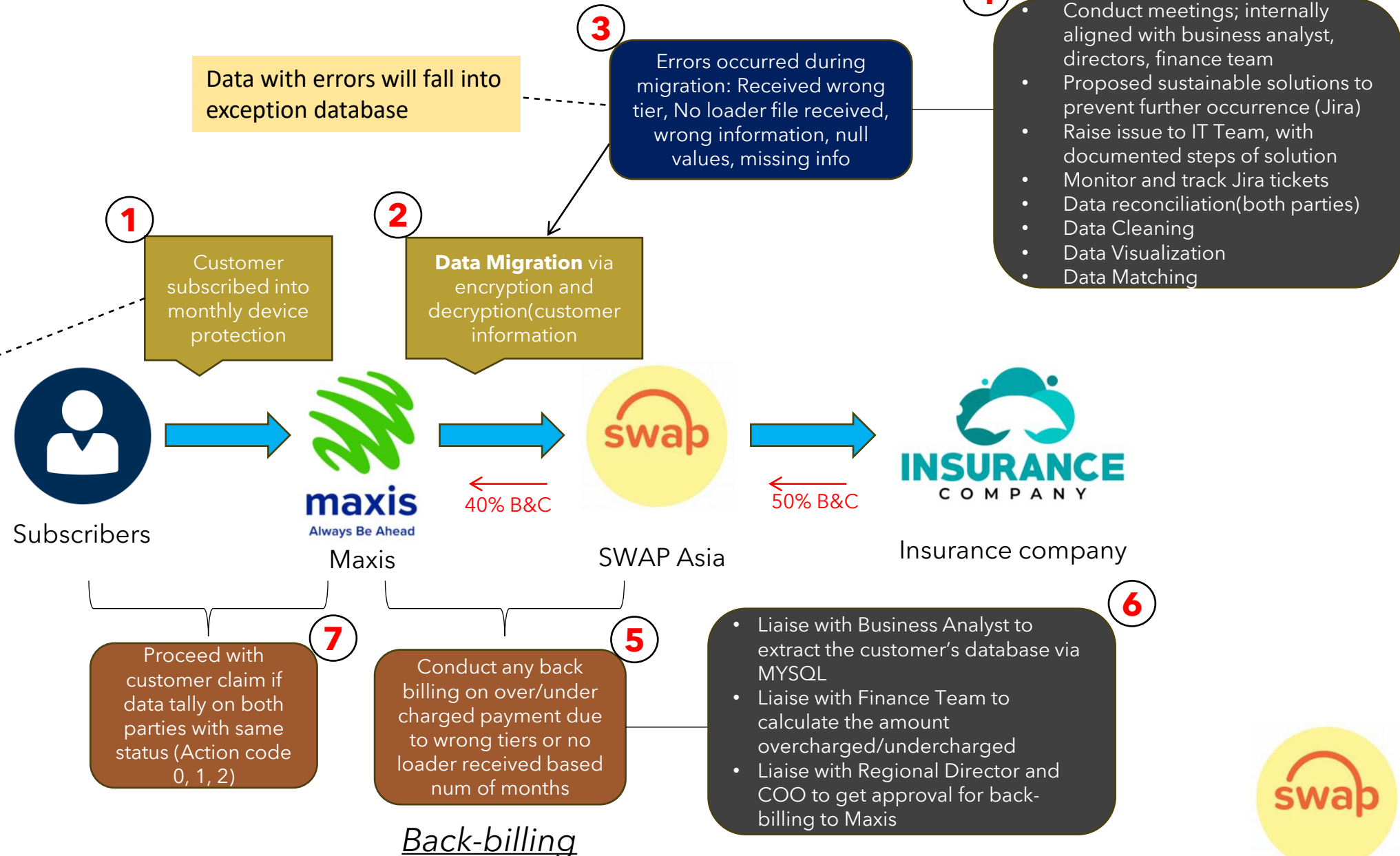
- COO
- Regional Director
- Business Analyst
- Finance Team

## External Stakeholders:

- Customers(Subscribers)
- Maxis
- Insurance Company

## P&C Data:

- Name
- Phone number
- Address
- ProductSKU
- IMEI number
- Activation start/end date
- Current Status
- Action Code



# Project Management, Process Flow

**Objective:** The purpose of this system is to train and equip Maxis outlet staffs virtually with the knowledge of device selling

## Internal Stakeholders:

- Project Manager
- IT Director
- CHOPS Team

## External Stakeholders:

- Maxis Outlet staffs
- Developers(outsourced)

SLDC process was implemented throughout the project

Game App

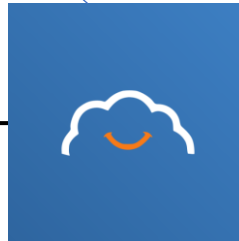
Mobile app LMS  
(**Abandoned project**)



### Reason of abandonment:

- Costly(over RM100K, excluding yearly maintenance)
- Too many unresolved bugs
- Developers exceeded timeline, not providing any feedback on UAT issues

Project Migration



Learning Management System(LMS)  
(**Ongoing Project**)



### Reason of acceptance:

- Within company's budget and cheaper to subscribe an existing system)
- Easier Maintenance
- Ease of interface configuration
- Take full control of the system as administrators.

Collaborated with project manager in handling various tasks which includes:

- Providing UAT on LMS and resolved any technical issues arise
- Documented user manual guidance for CHOPS Team as internal reference to configure system setting
- Created slides content for device models, to be added into the system
- Internally aligned and coached the CHOPS team for handling system setting for administrators, instructors, and learners
- Project activities monitoring



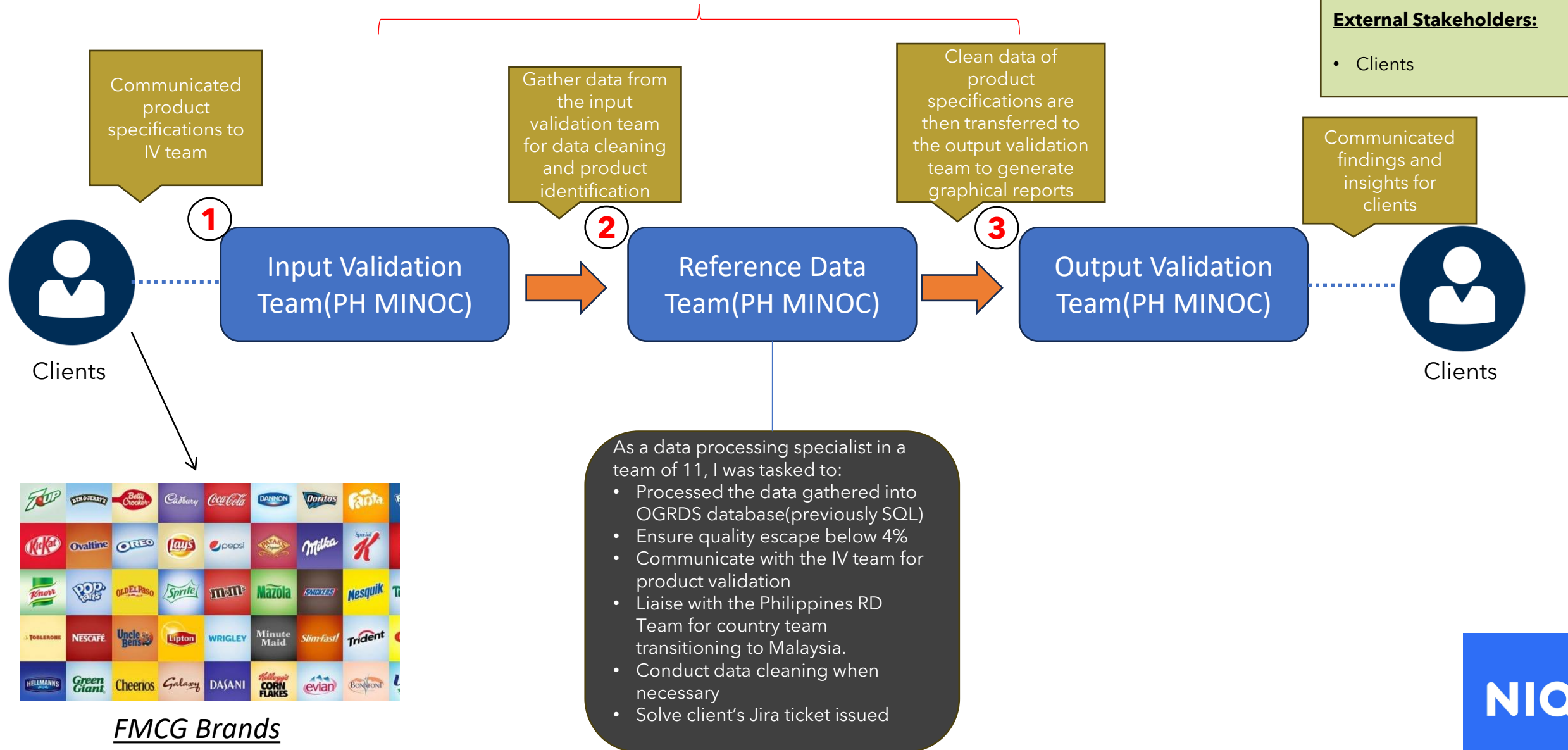
Current Status: Successfully released the first batch of fully function system to actual users on 7<sup>th</sup> December 2023. However, a user faced a technical issue while going through the system.



Project was initially started by my predecessor(s enior manager) exceeded given time(>3years), which then passed on to project manager and me to take full control of the project execution due to promotion.

# Data Processing, Process Flow

## Philippines Operation Team



The End