My career experience walkthrough

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 Resolving data conflicts Conduct meetings; internally **Internal Stakeholders:** aligned with business analyst, • COO directors, finance team Errors occurred during • Regional Director Data with errors will fall into Proposed sustainable solutions to migration: Received wrong • Business Analyst prevent further occurrence (Jira) exception database tier, No loader file received, • Finance Team Raise issue to IT Team, with wrong information, null documented steps of solution values, missing info **External Stakeholders:** Monitor and track Jira tickets Customers(Subscribers) Data reconciliation(both parties) Maxis Data Cleaning • Insurance Company Data Visualization Customer **Data Migration** via Data Matching subscribed into encryption and monthly device decryption(customer P&C Data: Name **←** 40% B&C Phone number 50% B&C COMPANY maxis Address Subscribers Always Be Ahead **ProductSKU** Insurance company **SWAP** Asia Maxis IMEI number Activation start/end date Liaise with Business Analyst to **5 Current Status** extract the customer's database via Proceed with Conduct any back **Action Code** MYSQL customer claim if billing on over/under • Liaise with Finance Team to data tally on both charged payment due calculate the amount parties with same to wrong tiers or no overcharged/undercharged status (Action code loader received based • Liaise with Regional Director and 0, 1, 2)num of months COO to get approval for backbilling to Maxis Back-billing

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)

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.

SLDC process was implemented throughout the project



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

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

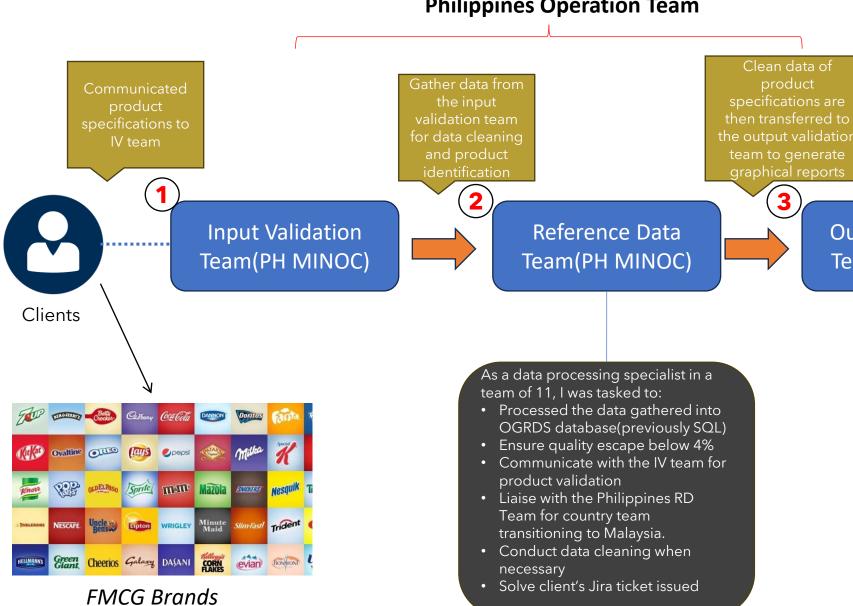


Current Status: Successfully released the first batch of fully function system to actual users on 7th December 2023. However, a user faced a technical issue while going through the system.



Data Processing, Process Flow

Philippines Operation Team



Internal Stakeholders:

- Operation Manager
- IV,RD,OV Team(data processing specialists)
- PH RD Team

External Stakeholders:

Clients

Communicated findings and insights for

Output Validation

Team(PH MINOC)



Clients



The End