

## SITI HUWAIDA

+6010-9052569

sitihuwaida94@gmail.com

A1-18-01, Kenwingston Residence, Persiaran Bestari  
63000 Cyberjaya, Selangor



## ABOUT ME

**Name** Siti Huwaida  
Muhammad Ghanisma

**Date of Birth** 15 January 1994

**Nationality** Malaysian

**Sponsor** MARA

## PROFESSIONAL SKILLS

**Microsoft Word** ★★★★★★★★☆☆

**Microsoft Excel** ★★★★★★★★☆☆

**Microsoft Office** ★★★★★★★★☆☆

## PERSONAL SKILLS

**Communication** ★★★★★★★★☆☆

**Team Working** ★★★★★★★★☆☆

## LANGUAGES

**English** ★★★★★★★★☆☆

**Malay** ★★★★★★★★★★

## REFERENCES

**Mohd Afiq Azim bin Md Darom**  
ESRI APACSC Quality Assurance Lead  
+601-97510577  
MMdDarom@esri.com

**Dr. Oleg Zarechnyy**

Lecturer  
+1 (515) 294-0096  
olegzar@iastate.edu

## SOCIAL MEDIA



<http://linkedin.com/in/siti-huwaida-muhammad-ghanisma-815498128>

## OBJECTIVE

Looking for a Customer Ops Specialist position in Shell Business Operation.

## EXPERIENCES

**Technical (GIS) Support Analyst**  
Jan 2019 - Present

### Confluence Contours (M) Sdn Bhd

- Provide high-quality support to end users software to solve technical problems quickly and effectively.
- Provide support and technical issue of resolution via E-Mail, phone and other electronic medium such as Zoom for screensharing session.
- Identify, understand, and recommend solutions for customer issues or questions using working knowledge of ArcGIS including ArcGIS Desktop, ArcGIS Server, and related ArcGIS Server product and technologies.
- Develop and create documentation used to partner with software development teams to troubleshoot issues and evaluate solutions
- May also work in other technical areas of software support as customer and business needs demand.

**Server**  
Sep 2015 - July 2018

### ISU Dining

Serving food to customers, as well as communicating efficiently with customers. Learned to work under pressure in fast paced working environment, while maintaining good relationship with customers and co-workers

## EDUCATIONS

**Bachelor Of Civil Engineering**  
2014 - 2018

**INTI International University, Nilai, Malaysia - Iowa State University, Ames, United States**  
Civil engineering oriented syllabus with additional subjects: Technical Communication, Engr Statistics, Speech Communication, etc.

**International Baccalaureate Diploma**  
2012 - 2014

### Kolej MARA Banting

General sciences courses related to engineering - Physics, Chemistry, Mathematics, Malay Language (Higher Level) and Information Technology in a Global Society, English Language (Standard Level)