

MOHAMMAD HAIKAL MOHAMMAD ISA

Kuala Lumpur, Malaysia

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IT & SYSTEMS ANALYST

A results-driven IT & Systems Analyst with over 12 years of experience in the oil and gas industry, I specialize in orchestrating end-to-end digital transformation projects – from developing project charters and detailed process mapping to leading comprehensive change management and user adoption strategies. My multidisciplinary expertise, spanning IT operations, data science, and cybersecurity, enables me to seamlessly bridge complex technical requirements with strategic business goals. I excel at driving impactful digitalization and automation solutions that consistently yield measurable efficiency gains, streamline processes, and ensure robust operational performance.

SKILLS & EXPERTISE

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|--------------------------------|---------------------------|--------------------------------|
| ▪ IT Infrastructure Management | ▪ Process Automation | ▪ Data Analysis |
| ▪ Project Management | ▪ Stakeholder Engagement | ▪ Training & Change Management |
| ▪ Digital Transformation | ▪ Cybersecurity Awareness | ▪ UAT & System Testing |

PROFESSIONAL EXPERIENCE

PETRONAS DIGITAL SDN BHD | KUALA LUMPUR, MALAYSIA

Support Analyst, Group Procurement | Oct 2024 to June 2025

- Resolved over 300 Level 2 support tickets for GEP SMART and SAP, consistently achieving 100% SLA compliance (80% target within 1-3 business days) and ensuring seamless procurement operations.
- Conducted root cause analysis on recurring issues, such as blocked vendor email IDs preventing receipt delivery, implementing direct user solutions to eliminate future incidents.
- Served as a primary escalation point, skillfully mitigating complex user-vendor issues and independently resolving the vast majority (only 14 vendor escalations).
- Drove critical cross-functional collaboration with Middleware (EAI & MuleSoft) teams to ensure robust data accuracy and validation across GEP SMART and SAP environments.
- Proactively identified and resolved critical integration issues during UAT (e.g., receipt notifications, SAP MM sync), significantly reducing recurring ticket volume and enhancing procurement workflow efficiency.
- Championed knowledge management initiatives by training L1 support on 20 common ticket resolutions, projecting a 30% reduction in L2 escalations, and advocating for periodic user refresher courses based on recurring issue analysis.

HIBISCUS OIL & GAS MALAYSIA SDN BHD | KUALA LUMPUR, MALAYSIA

System Analyst, Supply Chain Management (SCM) | March 2023 to Oct 2024

- Orchestrated end-to-end project planning and execution for GEP SMART implementation, including the development of the project charter and detailed process mapping (current & future state), driving cross-functional alignment and ensuring all deliverables were met on schedule.
- Engineered and deployed an RPA solution (Power Automate Desktop) for automated vendor data extraction from 3,700+ PDFs, identifying the critical need for periodic data refresh to maintain system integrity. This initiative realized a direct efficiency gain of over 200 man-hours and improved data accuracy.
- Designed and executed comprehensive change management strategies, including training for 100+ users and developing multimedia support materials, directly translating complex PETRONAS Procurement requirements into actionable steps within the implemented system. This initiative significantly boosted GEP SMART system adoption across internal departments and external vendors, ensuring process control and compliance.
- Analyzed existing procurement processes to identify inefficiencies, then developed bespoke Excel tools and standardized workflows to ensure alignment with PETRONAS standards. Leveraged system testing results (37 events completed with full compliance) to refine processes and drive continuous improvement in sourcing efficiency and compliance.

THREE60 ENERGY ASIA SDN BHD | KUALA LUMPUR, MALAYSIA

IT Specialist | Nov 2013 to Oct 2022

- Provided sole IT leadership and oversight for all IT operations, managing 200+ devices, enforcing critical IT policies, and maintaining robust infrastructure to ensure the uninterrupted performance of business-critical systems.
- Spearheaded all levels of technical support (Tier 1-3) for end-users and specialized Petrotechnical software, proactively resolving complex issues to ensure continuous business operations and minimal downtime across all departments.
- Architected and implemented a secure, clientless remote desktop solution, providing browser-based access to high-performance workstations that directly enabled seamless software demonstrations and secure data room access for clients, generating USD 78K in new revenue.
- Streamlined IT service delivery by conducting thorough workflow analysis, negotiating with vendors, and producing insightful reports, ensuring highly efficient operations and significant cost savings by autonomously managing all IT functions.

EDUCATION

Peneraju Technology Cybersecurity Full Stack, 2021

CompTIA Pentest+, CompTIA CySA+, CompTIA CASP+

University of Texas at Austin, Austin, TX: 2020

Post Graduate Program – Artificial Intelligence and Machine Learning

Universiti Teknologi PETRONAS, Perak, Malaysia: 2013

Bachelor of Technology (Honors) Petroleum Geoscience – Exploration Geophysics