

NurulAin Ahmad

Senior Administration Executive at IBM Malaysia

(+60) 0123369683 | nia_damha@yahoo.com.my | 32 years old | Kuala Lumpur, Kuala Lumpur

Experience	10 years
Previous	Administration Executive HSBC Bank Malaysia
Education	Kuala Lumpur Infrastructure University College (KLIUC) / 2004
Nationality	Malaysia

Experience

Apr 2012 - Present
(1 year 9 months)

Administration Executive

IBM Malaysia

Responsibilities:

1. Deliver high quality executive support to Executive/VP/COO that has been assigned to work for.
2. Maintain professional relationship with executives to understand their expectations and demands.
3. Ensure quality, timeliness, cost-effectiveness of arrangements/request and ensure that results meet executive expectations including for tasks outsourced to others.
4. Regularly check emails and voicemail to ensure executive requests are received in a timely manner.
5. Act as liaison with the executive's clients by answering incoming calls; develop relationship with client secretary/assistant.
6. Obtain stationery and supplies for executives as needed.
7. Create and maintain paper-based and electronic files as directed – including archiving/retrieving.
8. Coordinate complex travel arrangements with AMEX often involving multiple changes and destinations within IBM policy and arrange for timely delivery.
9. Assist with documentation required to obtain work visas and passports where necessary.
10. Ensure credit is obtained for unused tickets.
11. Determine meeting date and time according to meeting participants' schedules and time zone considerations.
12. Reservation request for meeting space, appropriate equipment/technology and catering.
13. Follow up on action items and report status to executives/meeting attendees.
14. Send follow-up correspondence (eg meeting minutes action items).
15. Schedule Conference Calls using meeting place conference facility.
16. Assisting in preparation of documents including advanced graphs, charts, slides with animation
17. Proactively assist executives with arranging application support – network, local printers, hard drive back-ups.

Special tasks:

Participate in mentoring (*in IBM known as Subject Matter Expert (SME)*) and sharing session initiatives for the benefit of the Global Support in AU Hub team and/or other Global Hub team.

Global Support AU Hub – Support Team Coordinator.

Assisting in preparing or revising manuals where and when needed.

Achievement:

2013 Excellent Appraisal

Zero complaint received

Charity:

Completed Autism Run 2014 organized by UKM in 5km category

Completed Chicken Run 2014 organized by Kenny Rogers and Berjaya in 6.5km category

Apr 2009 - Mar 2012
(2 years 11 months)

Administration Executive **HSBC Bank Malaysia**

Responsibilities:

1. Ensure the administration service re running at maximum efficiency and effective.
2. Supervise Internal AdminSupport, Access Control, Quarter service to provide an effective facility
3. Maintains HSBC internal control standards, including the timely implementation of internal and external audit points together with any issues raised by external regulators
4. Implements the Group Compliance Policy, as applicable to the roles
5. Be aware of the Operational Risk that associated with the role, and to ensure that all actions during the employment with HSBC take account of the likelihood of operational risk occurring

Jun 2007 - Mar 2009
(1 year 9 months)

Management Assistant **Opus Group Berhad**

Responsibilities:

1. Provide secretarial/administration support to AMRs/GMR in maintaining the Integrated Management System. Assist in the preparation / revision of new / existing procedures for projects and Opus Management System Manual procedures where and when needed.
2. Ensure all the incoming documents are circulated and recorded in the master incoming file upon received. Provide proper filing and storage of documents for easy retrieval of required / relevant document(s). Liaise with the Group Document Control Department (GDGD) in performing related functions.
3. Assist in the preparation and distribution of the minutes for Opus Berhad Management Review Meetings / Steering Committee Meeting / Departmental Meeting. Assist in the report preparation for the Management Review Meeting.
4. Update Opus Bhd MS Manual in the Digital Library System to ensure no unintended use of obsolete document.
5. Assist in the preparation of official reports, documents, letters, presentation materials and awareness campaign materials.
6. Assist the department on Internal Management System Audit (IMSA) activities.
7. Compile the Client Satisfactory Survey (Internal/External) - prepare data analysis within the specified time frame.
8. Assist in coordination and conducting QA & HSE related training within the Opus Group Berhad.

Education

2004

Kuala Lumpur Infrastructure University College (KLIUC)
Diploma in Business Studies/Administration/Management | Malaysia

Skills

Advanced
Intermediate

Microsoft Outlook, Microsoft Office 2010
Lotus Notes

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written	Relevant Certificates
Bahasa Malaysia	10	9	-
English	7	6	-

Additional Info

Expected Salary MYR 4,500

CAREER OBJECTIVE:

To use my skills and education to contribute towards opportunities given by company or organization with the chance to a management and administration role and willing to work immediately, fast learner and be able to work in team.

About Me

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