

CAREER OBJECTIVE

To become a knowledgeable person in all areas especially in Information Technology, and wanted to be a professional in the area involved where I can combine my technical and human relation skill.

PERSONAL PARTICULARS

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HIGHEST EDUCATION

1998 – 2001 International Islamic University of Malaysia (IIUM), Kuala Lumpur
Bachelor in Management & Information System (Hons)
Majoring in Database Management
2nd Class upper (3.039)

1996 – 1998 Matriculation of International Islamic University of Malaysia, Kuala Lumpur

SUMMARY

- 12 years of experience in software development and telecommunication with extensive experience in Rating, Billing and Customer Care (Postpaid & Prepaid).
- 8 years of experience in Kenan FX Billing system Version 11.7.
- Achievements:
 - **Maxis Recognition Award 2009 – Commitment & dedication in Postpaid Tariff**
 - **Maxis Spot Award 2008 – Project MNP (Mobile Number Portability)**
 - **Maxis Spot Award 2007 – Broadband Promotions**
 - **Maxis Spot Award 2006 – Project R&B (Migration of billing system)**
- **Courses**
 - 2007 - Certified Kenan configurator for the below courses:
 - Kenan BP RCs and NRCs 11.7
 - Kenan BP Advanced Usage 11.7
 - Kenan BP Promotions 11.7
 - Kenan BP Journal 11.7
 - 2008 - Six Sigma
 - 2013 – Stress & Time Management Skill
 - 2013 – Leadership Skill
 - 2013 – Fundamental to Project Management

TECHNICAL SKILLS

Have knowledge and experience developing using the following tools:

Programming Language: Java, JSP, PLSQL, XML and HTML

Operating System: Windows 7, NT, 95/98/2000/XP, UNIX

Software / Application: Kenan Billing System, Microsoft Office, Ms Visio, Oracle Form, Clear Quest, Maximo, Lotus Notes, Snagit, BugZilla, TOAD, SQL Navigator.

Database: Microsoft Access 2000, Oracle 9i, Oracle TimesTen, Microsoft SQL Server, and knowledge in SQL statement and Stored Procedure

WORKING EXPERIENCE

1. **Senior Software Engineer, April 2010 – current**
CompuDyne Sdn.Bhd
Team: Business Analysis

Key Project Deliverables (For Celcom):

- BSS Migration Release 1 Interim
- Rover 2.0 Package 1
- Rover 2.0 Package 2
- Rover for VAP
- Project Colombo Phase 1
- PBO Postpaid
- LEAP (Legacy Application System)

On-going Projects:

- Celcom BSS Migration for Prepaid & Postpaid Subscribers
- CR for Rover2.0 and OCS

Responsibility:

LEAP (Legacy Application System)

- Lead QA for System Integration Test & UAT for the whole project.
- Responsible to perform SIT and liaise with user to conduct UAT for SmartStream modules.
- Prepare test scenario, test scripts and test data for the selected modules for both SIT & UAT.
- Prepare log for bugs occurred during SIT & UAT using BugZilla, and liaise with developers for bug fixing and regression test.
- Prepare testing summary and sign off for the assigned modules.

MVNO PROJECT

- Lead requirement gathering for new MVNO projects.
- Conduct meeting and workshop internally as well as with external clients.
- Prepare Requirement Matrix, Mockups, Business Process and Flowcharts.
- Transfer requirement from Feasibility Analysis Document to Functional Requirement Document

CELCOM BSS MIGRATION FOR ROVER & OCS RELEASE 1 (Prepaid)

- Lead requirement gathering for Rover (Online Registration System) and OCS (Online Customer Service) including brainstorming session with user of the said system.
- Transfer requirement from Feasibility Analysis Document to Functional Requirement Document
- Manage user scenario, test data and testing activities.
- Liaise with tester and developers, and ensure development is delivering within schedule.

CELCOM BSS MIGRATION FOR ROVER & OCS RELEASE 2 (Postpaid)

- Perform assessment and prepare proposal document for Rover and OCS extraction activity.
- Attend meeting and negotiation session with business users

CELCOM ROVER & OCS CR MANAGEMENT

- Perform assessment on CR and Projects for Rover and OCS and prepare Feasibility Analysis Document.
- Prepare Functional Requirement Document upon received PO from client.
- Manage CR process end-to-end for all sub-systems involved in the change request.
- Liaise with Business & IT users on the requirement analysis, negotiation and testing activities (test scenario and test data)
- Transferring of knowledge to the operational support team and team member effectively.

- Perform analysis on the integration of several sub-systems, and produce Interface Design document for Rover2.0 Phase 2 projects
- Perform requirement analysis for Package Management & Air Cash module (Rover2.0 Phase 3) and prepare Requirement Matrix, Use case and User Experience documents.
- Provide sound advice on solutions and make recommendations to the clients on package configuration related CRs.

CELCOM ROVER PACKAGE CONFIGURATION

- Lead package configuration team and involve from end to end process; analysis, configuration, testing and deployment.
- Support and troubleshoot any production issue related to the deployed CRs and systems.
- Provide internal configuration coaching and training.

2. IT Specialist, April 2009 – April 2010

Application Management System, GBS, **IBM Malaysia Sdn Bhd**

Team: Postpaid Tariff

Key Project Deliverables (Projects & New services):

- Project Victory Double Talktime Nov 2009
- Broadband –Student Bundle Dec 2009
- Intra Company MMS – Oct 2009
- iValue plans revamp.
- Intra Company SMS – Jul 2009
- iPhone promotions to postpaid customers (Micro Bundle) May – Aug 2009.
- Script implementer for the team.
- Message Investigation Unit (MIU)

Responsibility:

- Holding senior post in postpaid tariff management team, handling end-to-end promotions for Maxis to ensure all promotions delivered as per requirement and within the agreed timeline.
- Involved in the whole SDLC process, from capturing requirement, perform analysis and feasibility study, design and solutioning, development (Kenan configuration), perform Internal & UAT, script deployment to production and perform post-production checking to ensure all rollout is successful, and free from production error.
- Being the contact person from Tariff team for MIU related issues, in charged in call rejection investigation and perform patching if there's any wrong or missing configuration.
- Communicate to all parties involved in the UCR delivery process, from Business users, Business Analyst, Tester, other internal systems technical person as well as 3rd Party vendors.
- Adhere to all the processes set up by the IBM change management team.
- Adhere to all the SLA agreed by Maxis & IBM on the promotions.

3. Senior Software Engineer , Sept 2005 – Mar 2009

ISD Billing & Contact Management, **Maxis Sdn Bhd**

Part of Tariff team, ISD Billing & Contact Department.

Responsibility: Tariff Analysis and Configuration

- Capturing business requirement from various departments; Broadband, Consumer, Corporate and Prepaid.
- Perform analysis and provide solution for CR assigned by team leader.
- Doing configuration for package, usage rating, discounts, unit credit, journal, payment and roaming

- Deal with various teams involved in the same projects, and sometimes liaise with 3rd party consultant.
- Perform internal testing and support UAT from end to end, usage mockup and bill verification.
- Response to any query on Production information from various departments, for example Broadband, Roaming & Postpaid.
- Investigate any production and test environment issue related to configuration.
- Involve in providing Tariff configuration solution and development for MNP Project as key person from Tariff team.
- Involve in Maxis Billing System Migration from BSCS to Kenan as part of the Tariff team.
- Being the production script implementer for the team.

Key Project Deliverables (Rate Plans)

- iValue plans, Value First plans, Value Plus plans, Value plans
- First Broadband launched Product – HSDPA

Key Project Deliverables (Projects & New services)

- MNP (Mobile Number Portability)
- Maxis Fastap
- Hosted SME
- Broadband – Bolt on
- Blackberry Roaming
- Billing system migration from BSCS to Kenan FX

4. Software Engineer, Oct 2001 - Sept 2005

XYBASE MSC Sdn Bhd

Part of Development team.

Responsibility:

- Capturing user requirement, system design and development.
- Prepare Functional requirement document and Integration document (IDD)
- Conduct System Internal Testing & UAT,
- Perform Production Handover & support.

Key Project Deliverables:

1. TIME Payment System.(Client: TimeDotCom)
Post: Team Lead, and develop few modules.
2. ECOS II (Client: Suruhanjaya Tenaga)
Post: Developer for few modules.
3. System Integration(Client: AtlasONE)
Post: Developer for Billing and CRM integration.

AVAILABILITY

I will be available for interviews at your convenience and able to commence working after 3 months' notice period.

REFERENCE, CURRENT AND EXPECTED SALARY

Available upon request