Qualifications

International Islamic University Malaysia (IIUM) Master of Business Administration

(MBA), 2010 Case Western Reserve University, Cleveland, OH BS in Management Science, 1997

Key Skills

ITIL Helpdesk Specialist Trainer for IT System Access Administration Customer Relationship

Management

Customer Service

Risk Management

Disaster Recovery

Business
Continuity Plan

Authentication &
Access Control

System Monitoring

Knowledge Management

Regulatory Compliance

Security & Control Compliance

Mus

rina

wati

Musi

ran

Blok C-16-8, Apartment Mawar, Jalan 7/48A, Bandar Baru Sentul 51000 Kuala Lumpur

Phone: (012) 3013742 or (019) 6359434

missmusiran@yahoo.com or

musrinawati.musiran@gmail.com

CAREER

ASPIRATION

To lead a successful and meaningful career for myself,

my family, my country and ultimately my religion

WORKING

EXPERIENCE

ExxonMobil

Information Technology (EMIT) Helpdesk Specialist

(Dec 2015 – Mac 2016)
My main responsibility is to resolve users' issues on their computer and accesses issues

through IT Chat and calls, on daily basis. I am responsible to channel the issue to the relevant resolvers and ensured that the

issue is fully resolved.

Trainer (IT) for Customer Service IT

Dept.

(Mar – Dec 2015)
As a Trainer in IT Customer Service, I am responsible to conduct training for the new employees in the department.

My main expertise are on the systems and processes of IT Customer Service department. I am also responsible to introduce the

company and its rules and regulations to the new employees.

Information Technolog

y (IT) Process Change Analyst (October

2011 - Mar 2015)

As a Process Change Analyst, I am responsible to manage process changes in

services associated with providing Access Administration (AA), Help Desk (HD), Global Security Monitoring (GSM) and Service

Management to ExxonMobil Information Technology (EMIT) customers globally. This is particularly important when a process change

impacts cross functional processes between several groups or when the process change requires S&C approval. We design, document

and steward the implementation of globally standard processes. I am also responsible for developing and updating cross functional

processes and coordinating process changes due to application changes.

In a nutshell, what I do is to:

- Design,

document and steward the implementation of global standard processes.

- Harmonize AA/HD processes wherever practical.

- Identify business requirements for tool enhancements
- Write process and technical documentation
- Full understanding and

compliance to corporate policies, e.g., Ethics, Conflict of Interest, Harassment Free work environment, and Safe Computing

Guidelines. Zero instances of non-compliance.

- Build and maintain cross-organizational and customer service contacts to

facilitate execution of work.

- Foster a supportive work environment and maintain open, productive interactions

between team and across organizations.

Technology Summary

Systems: Mainframe (TSO,

MVS, RACF), SAP
R2 (Wizard,
Socrates),
Unix-Based

Safety Compliance

Particulars

DOB: 4th March 1975

Status: Single

Nationality: Malaysian

Contacts:

Mobile: 012-3013742 or 019-6359434

Email: missmusiran@yahoo.com or

musrinawati.musiran@gmail.com

Languages:

Bahasa Melayu

English

Interests:

Travelling

Reading Volunteering for NGOs

References:

Emma Roslinda Edrus

Email: emma_rose76@ya

hoo.c
om
Rahmat Daud
Email:
rahmat.daud@exx
onmo
bil.com
Systems, SQL,

Oracle, Maximo, BestNet, Global Share

Software: MS Office (Word, Excel, Outlook, Access, PowerPoint)

Detailed working experience

ExxonMobil Business Support Centre

– EMIT (2005 – 2016)

July, 2010 – Sept, 2011 Service Maintenance Analyst

• Managing the process and

procedures for knowledge management application

- Maintaining the Global BestNet for Knowledge Management

application

• Updating Knowledge Base Articles on the Global BestNet

Feb, 2005 – Jul, 2010 Access Admin Analyst –

Mainframe, Unix, Maximo, Oracle & SAP Application

• Managed shared mailbox for the team and converting them into tickets

- Created of ids in Mainframe, Unix, Oracle, SAP (R2) environment and Maximo
- Troubleshoot for users on their id or access issues.

Achievement/Contributions:

- 2011 Ergo Contact for CS-KL Service Management team
  - 2011 CS KL English Proficiency

Improvement (EPI) committee which organize fun activities for CS-KL folks in order to enhance their level of confidence with English language

- 2010 CS-KL Safety Network – organized CS-KL Spring Cleaning to remove clutters in the workplace especially on CS-KL floors

- Sub-committee for Malaysia Women Interest Network (MYWIN)
- Best Analyst Award for 2nd and 4th Quarter of 2009

- Successfully contributed and completed the following projects and event in 2009: Mainframe Harmonization Project:

- Appointed as one of the team member representing AP mainframe and responsible to harmonize Access Admin ids on

hMobil and hExxon systems to eliminate the usage of logonby ids.

- ▪ Successfully created two ids per analyst and

synchronize those ids across four (4) hMobil and two (2) hExxon platforms which resulted in reduction relative to the number of ids used by analyst

from eight (8) different ids to two (2) global ids for hMobil and eliminated the usage of eleven (11) logonby ids to four (4) personal

ids per analyst for hExxon.

Unix Centrify/AD Account Management Project:

- Appointed as one of the project

team member representing AP Midrange team which consist of AP LAN team, CS-E Change Management, CS-W Change

Management, CS-West, BLI / Technical Systems / Engineering and BLI / Midrange / Engineering and Technical Support.

- Performed

several testing for Access Admin roles such as new id creation, new group creation and data access (i.e. granting new group to an existing id) in

the newly proposed UNIX Centrify/AD environment while still performing my base load.

CS-E Teambuilding

(June 2009):

- Appointed as one of the committee member for CS-E Teambuilding Committee assuming as

Treasurer.

- Managed financial expenses for this event by ensuring that all the quotations from the vendors, such as hotel's

arrangements, t-shirt and gifts vendors, were ready for the Project Lead to choose and decide upon.

EPIC-I Sdn Bhd

2001 – 2005 Client Account Officer

- Handled account management activities such as operations monthly performance report

and presentation to the management

- Planned for new initiatives and enhancements for the customer.

- Developed proposals (business and detailed requirements) for current and new services

- A liaison for

the company with their customers in solving their operational request and issues.

Achievement/Contribution:

- Build positive

relationship with CIMB various departments for their IT needs and requirements, particularly Electronic Banking Department and

Cheque Clearing Department

- Successfully submit monthly report (without fail) for CIMB on their IT services.

TIMEdotcom

Berhad

2000 - 2001

Product

Management

Executive

- Managed the marketing activities fort TIME World

Access (TWA), TIME Access 183 and TIME Gold such as launching an awareness programs, liaising with vendors and entertaining

product demand and challenges

Achievement/Contribution:

- Organized roadshow for TIME Gold and TIME World access

- Conducted talk show and briefing on TIME Gold products for corporate clients

Jusco Stores Berhad

1998 – 2000 Sales

Consultant

- Managed Bedding and Computer accessories, Multimedia and Audio Visual department on

their daily activities as retailers. Supervised the departments' daily operations such as staff allocation, staff schedule, stock taking and

ordering stocks.
Achievement/Contribution:

- Achieved sales target for six months consecutively for Multimedia

department in 2000.

- Setup a new department, Multimedia, within Jusco 1Utama in 1999.

- Conducted

roadshow for Multimedia department when it was first launched in Jusco 1Utama back in 1999.

Able to Relocate & Travel Extensively

Available for Full-Time Available immediately