

Wan Shafinaz

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PROFESSIONAL SUMMARY

Formerly worked at Hewlett Packard Enterprise (HPE) in the Application Development and Management (ADM) department, as Application Management Service Delivery Consultant. My roles include Quality Assurance(QA) in Business Process Governance, Configuration Coordinator and Management Process Owner, Quality and Metrics in Process Improvement, Documentation, Trainer & Training Coordinator in Change Management, Configuration Management and IT Auditor in Project Management for different client's projects.

The highlight of my career was when I was involved in the recertification of the CMMI processes of the department. I was sent for a UK-instructor-led training called "Introduction to CMMI for Development v1.3" and completed with certificate and was heavily involved in the core activities. These processes help maintain all configuration items(CIs) are managed at the industry's best standard practices and help to identify areas for improvement. The course was designed and originated from the Carnegie Mellon Software Engineering Institute in the United States of America.

EMPLOYMENT HISTORY

Hewlett Packard Enterprise (HPE)	Dates
Hewlett Packard Multimedia Sdn Bhd	
<ul style="list-style-type: none">Telekom Malaysia<ul style="list-style-type: none">Project Management Office (PMO)	Nov 2016 – Jan 2017
<ul style="list-style-type: none">Astro Go Shop, Technology Park Malaysia (TPM)<ul style="list-style-type: none">Ensure organizational assets or documents are updated according to the industry's standard in terms of file naming convention and formatting in preparation for an annual audit by Price Waterhouse Coopers (PWC)	Apr 2016 – Oct 2016
<ul style="list-style-type: none">CIMB Plaza Damansara<ul style="list-style-type: none">Bring CIMB repository tool to live to store departmental and project assetsCommunicated and escalated problems or issues during installation of the tool with ITO team, to track to closure all open action items	Jan 2016 – Mar 2016
<ul style="list-style-type: none">Process Audit – for project, D&E, M&S for CIMB account<ul style="list-style-type: none">Conducted process audit at organization level based on the organization's Quality Plan.Quality Assurance(QA) internal project auditor for CIMB account, using HPE global audit tool called the Common Quality Audit Tracking System (CQATS)	Jan 2015 – Dec 2015

- Created new project and project audit schedules for different teams
- Communicated to Project Manager (PM) upon project creation and audit schedules creation and set up an agreed time with PM to conduct the audit
- Followed up with PM on progress and status update of all open action items
- Tracked all open action items, provided solutions and/or other corrective measures in order to close the action items
- Organizational Training coordinator for HPES ADM Jan 2014 – Jan 2015
 - Facilitate internal knowledge sharing and training on CMMI related web courses
 - Track staff course completion in Master Training and Tracking document

Ensure staff are aware of the CMMI processes and adhere to the HPE standard process, provide user guidance and conducted trainings
- Capability Maturity Model Integration (CMMI) June 2013 – Jan 2014
Recertification CMMI Level 3 for HPES ADM
 - Ensure compliance in all 17 applicable CMMI Process Areas(PAs) by role and function – e.g. Project Management, Support, Process Management, Software Engineering
 - Deploy and maintain processes based on CMMI PAs standard

Customize work products/documents from the global EDGE Process Framework
- StarTeam Administrator Oct 2008 – Jan 2011
 - StarTeam is the HPE global repository tool to store organizational and project assets
 - Involved in the installation of a new client server architecture in HP, Cyberjaya, Malaysia
 - I was sent for a 3-week's StarTeam administrator training in Singapore in order to perform upgrade and installation in a new client server architecture
 - StarTeam is a Borland product to facilitate change management that enables version control of configuration items such as organizational and project assets
 - Administer licenses on StarTeam servers and create required licenses
 - Create project workbook, user accounts and set up user access rights in StarTeam server
 - Point of contact for first line troubleshooting of the StarTeam reported by local project team's members and end users
 - Report error messages to AET helpdesk and regional support SME and follow through resolutions
 - Perform projects data backup and recovery
 - Coordinate with ITO to solve system and network problem and connectivity issues
 - Coordinate with database administrator (DBA) to solve database issues or problems
 - Set up baselines to ensure integrity of configuration items (CIs) in StarTeam, according to the Configuration Management process
 - Written manual of StarTeam as user guide to simplify usage for end users

Electronic Data Systems (EDS)**Date**

- Business Analyst June 2007 – Aug 2008
 - Liaise with clients to elicit and gather detailed business user requirements
 - Prepare Detailed Business requirements using HP standard DR template
 - Re-baseline business requirements when user raise a change request
 - Meetings and discussions with clients during requirements validation and verification

KEY RESPONSIBILITIES

- Project Management: Internal Project Auditor
- Business Process: Process Associate
- Configuration: Configuration Coordinator and Configuration Management Process Owner
- Quality and Metrics: Process Improvement
- Documentation: Documentation Developer
- Organizational Training: Trainer and Training Coordinator

EDUCATION

University**Country**

Master degree in Business Administration(MBA),
Graduate School of Business and Law (GSBL), RMIT University,
Melbourne, Australia

Australia

Bachelor's degree in Business Information System (BA BIS with IT),
Middlesex University Business School, London, United Kingdom

United Kingdom

Diploma in Computing and Information Technology(DCIT),
INTI College, SS 15 Subang Jaya, Selangor, Malaysia

Malaysia

LANGUAGES

Bahasa Malaysia – Oral and Written Excellent

English – Oral and Written Excellent

IELTS – 7.5 overall band

OTHERS

In the midst of completing ITIL V3, Six Sigma, Agile & SCRUM certification by Nityo Infotech