

Personal Details

NAME : Jasmir Kaur A/P Jit Singh
Date of Birth : 16th July 1987
NATIONALITY : Malaysian
Gender : Female
MARITAL STATUS : Married
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Career Summary

Dynamic request management analyst who utilizes creativity, leadership and teamwork to design and execute solutions that creates customer value. With effective communications skills that convey value for both clients and end users.

Education Background

Qualification : SPM
School : S.M.K Yaacob Latif, K.L
Graduation : 2004

Certification : ITIL v3 Certified
Year : 2016

Activities (Secondary School)

- Saint John Ambulance – Member
- English Language Society – Committee Team Member

Technical Expertise

Systems : Windows (3.x, 95, 98), Windows (NT, 2000, XP,Vista, 7 & 8), Microsoft Server Terminal Client, Blackberry Console, Citrix , DWNG.
Languages : C,Visual Basic, HTML.
Database : Microsoft Access, Active Directory , SQL , Oracle.
Protocols : TCP/IP, SMTP, FTP, POP, HTTP, LDAP.
Software : Microsoft Office (Excel, Access, Word, PowerPoint), Microsoft Outlook, Microsoft Visio, Microsoft Project, Adobe, Sharepoint.
Hands-On : Computer Hardware Assembly, Software Installation/Troubleshooting, ITIL Knowledge, Remote Desktop , Networking in LAN & Printers.

Employment History

Company Name : **DXC Technology**
Petaling Jaya

Position Title : Service Delivery Coordinator

Specialization : Rolls Royce Service Request Management

Industry : IT Enabled Services (Support Team)

Duration : **March 2015 - Present**

WORK DESCRIPTION

- Follow up on request with the Vendors
- Liaise with clients on request
- Create/Delete New Mailbox for existing GAD Account
- User Account Rename
- Granting READ and WRITE Access to Shared Folders
- Creation of Security Groups

RESONSIBILITIES

- The Rolls Royce Request Management team is responsible for the follow up of tasks within the network or resource related requests that raised by clients.
- Responsible in handling all types of requests for Rolls royce clients in terms of IT support within the given Service Level Agreements (SLA).
- Requests are executed via **Active Directory**.
- The nature of workload is managing customers' email and Requests raised by customers via IT Request Center webtool.

Company Name : **HP ENTERPRISE SERVICES**
Prima 9, Cyberjaya

Position Title : Request Management Analyst

Additional Role : Subject Matter Expert (SME) and Shift Lead

Specialization : Global Shell Request Management

Industry : IT-Enabled Services (Support Team)

Duration : **June 2010 – March 2015**

Work Description:

Primary Skills

- Shell **Global Printer Administrator**
- Shell **Global Printer DNS Administrator**

Account Management

- Disable & Enable account

- Add user to group other than GI File Hosting and Software groups
- Account Move / Relocation
- Data Privacy Access
- User Account Rename

Distribution List Management

- Create / Delete / Rename - Regional DL and Non Logical

Mailbox Management

- Create/Delete New Mailbox for existing GI Account
- Hide Mailbox
- Send on behalf / Send as
- Granting Full Access to mailbox
- Add secondary SMTP address and set expiry date
- Setup/Modify Conference room permission
- Rename Functional Account
- Upgrade GI Mailbox to Very Large Mailbox

*** Experience in Focal Point Task as mention below:**

Account Management

- Creation of User Account, Functional Account, Admin Account
- Creation of Conference room mailbox
- Deletion of GI Account + Mailbox

Group Tasks

- Creation of FGR, FGO, FGC
- Groups Management(Rename, update description, etc.)
- Delete FGR & FGO groups
- File Hosting Management
- Create Share Folder
- Folder permission management
- Rename folder
- Delete folder

RESPONSIBILITIES:

The central Access Management team is responsible for the fulfillment of access within Shell network or resource related requests that raised by various Shell businesses which utilizes all of the technical knowledge as mentioned above.

Responsible in handling all types of requests for Shell Staffs in terms of IT support within the given Service Level Agreements (SLA).

The nature of workload is managing customers' email and Requests raised by customers via IT Request Center web-tool.

Requests are to be initiated and managed until they are satisfactorily met upon completion and complies with the standard processes and Shell rules.

All requests are executed via Shell web based programs and **Active Directory & Microsoft Exchange** system.

Manage user's details in the Active Directory. Maintains user and company/location data.

Update requests from the customer's GI focal point, the company/location's data administrator and customer's Directory Focal Point contact.

Acts as the point of contact between the end users and the business itself.

The types of requests ranging from providing specific **software, programs, file-sharing to procurement of hardware items such as computers, mobile phones, printers, fax services and telephony.**

Responsible in creating new user accounts for new joiners as well as the admin accounts.

Worked closely with QA and global team to develop user cases, review test cases to resolve incidents.

To initiate changes in standard operating processes whenever necessary and to cascade the information to the relevant teams.

Being a member of service correction team that handles escalations and generates ideas based on the escalations to improve the overall customer satisfaction survey.

Also responsible in updating the work instruction changes on the knowledge base as well as providing training for the department new joiners. (Mentoring).

Company Name : **MAXIS BERHAD**
Level 11, Menara Maxis, Tower II, klcc

Position Title : Customer care Consultant
Specialization : Answering Inbound Calls
Industry : Call Center
Duration : 26th May 2008 -28 June 2010

RESPONSIBILITIES:

Answer inbound calls, budding fresh customer service officers. Assist on mailing, faxing and perform other duties as assigned.

Also responsible for maintaining customer, prospects and competitor databases and assessing, devising, and implementing marketing promotions.

EXPERIENCES GAINED:

Capable to adapt and complete job within the given time frame.
Good team player and Multitasking capabilities.
Proven initiative and ability to work with minimal supervision.
Excellent organizational and motivational skills.
Able to analysis and deal towards problem.

Company Name : **MEASAT BROADCAST NETWORK SYSTEM SDN BHD (ASTRO)**
All Asia Braoadcast Centre Technology Park M' 'siaLebuhraya Puchong
-Sg. Besi,BukitJalil, Kuala Lumpur

Position Title : Customer Service Officer (CSO)
Specialization : Answering Inbound Calls
Industry : Call Center
Duration : **1st Mar 2007 – April 2008**

RESPONSIBILITIES:

Answer inbound calls, budding fresh customer service officers
Doing orders (changing packages)

EXPERIENCES GAINED:

Learn to work under minimum supervision
Manage to work under pressure

Company Name : **VADS CELCOM BERHAD**
Level 11, Menara Celcom, Jln Raja Muda Abdul Aziz, Kuala Lumpur

Position Title : Customer Service Executive (CSE)
Specialization : Answering Inbound Calls
Industry : Call Center
Duration : 22nd Jan 2006 –V 3st Dec 2006

RESPONSIBILITIES:

Answer inbound calls
Perform other duties as assigned

EXPERIENCES GAINED:

Able to work in long hours/ split shift

Learn to work under minimum supervision
Manage to work under pressure

Company Name : **HSBC BANK MALAYSIA BERHAD**

Leboh Ampang Kuala Lumpur/Bukit Bintang Branch.

Position Title : Temporary Secretary / Administration

Specialization : Invoices/Payments/Data entry

Industry : Banking/Finance

Duration : April 2005 - 31st Dec 2005

RESPONSIBILITIES:

Doing invoices, payments, medical claims & staff claims.

Doing data entry in credit card department.

Perform other duties as assigned

EXPERIENCES GAINED:

Learn to work under minimum supervision

Manage to work under pressure

Languages Proficiency		
• Language	<u>English</u>	<u>Bahasa Malaysia</u>
• Spoken	Excellent	Excellent
• Written	Excellent	Excellent

Additional Skills
* Knowledge in customer relationship management skills
* Possess a D Class in driving license
* Proven telephone skills
* Excellent skills in the provision of customer service
* Demonstrated interpersonal skills and ability to liaise with clients, management and colleagues

Summary

In summary, I would describe myself as a goal-driven individual, quick to learn with an innate ability to interact with people of all levels and background. Other than being a quick learner, I am also capable of adapting to new environment. I see myself being able to take on any challenge that is put at me and will rise to meet the challenge by delivering a higher-than-expected result. My self-confidence enables me to perform with hands-on mentality, good work ethics and a degree of professionalism.

References

- **Mr Wan Nazreeman**
- **Team Manager**
- **DXC Technology**

Tel : 0122581104

- **Miss Yohene Albert**
- **Team Manager**
- **DXC Technology**

Tel : 0135322256