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Professional Experience

Public Bank

Management Trainee

Mentakab, Pahang

August 2022 – January 2023

- Managed account operations, ensured smooth machine operations, conducted daily due diligence for compliance and risk mitigation, and provided personalised guidance on a range of banking solutions to meet clients' specific needs.

Lotus's

Management Trainee

Kepong, Kuala Lumpur

April 2021 – May 2022

- **3rd Rotation – Project Manager in CEO Office (7 months)**
 - Setup & planned a new vending machine project from pre-proposal stage to triumphant launch day in 10 locations across Klang Valley in a span of 4 months, after assuming the project manager role due to the prior manager's sudden departure.
 - Presented in weekly sessions to senior leadership on progress updates, timelines, strategy plans & results.
 - Engaged & managed multiple internal departments & external stakeholders to ensure deliverables are completed on time and overall project's progress is on track.
 - Conducted market research, site assessments, developed & implemented 9 new processes & made end-to-end project guidelines & communication materials, which helped to minimise stock loss, maximise stock availability and ensure product ranges are in demand.
 - The overall project demonstrated positive progress, showing projected breakeven point in & around a 2-year timeframe.
- **2nd Rotation – Business to Business (3 months)**
 - Involved in end-to-end project, process planning & trials for a new business-to-business venture, presented the resulted of the trials & highlighted 5 concerns & suggested solutions, based on customer & staff interviews, resulting in better understanding of the targeted market, ensuring the in-time progress of the project.
- **1st Rotation – Change & Transformation (4 months)**
 - Streamlined the picking process from end-to-end to fulfil online orders which includes process optimising, conducting trials & trainings which led to a projected 2x increase in picking speed, doubling the number of orders completed per hour from 5 to 10 orders.

Ethis

Digital Marketing Associate

Petaling Jaya, Selangor

December 2020 – April 2021

- Conducted & promoted a major pitching event with a total participation of 100 start-ups, narrowed down to 14 finalists, where more than half of the finalists managed to secure funding from investors.

- Designed & managed content materials for an Islamic Finance education series consisting of 4 video episodes, a few marketing emails for 1 major annual funding event & more than 5 fundraising campaigns.
- Planned, created & automated emails & workflows for different user journeys & projects across Malaysia, Singapore & Indonesia using HubSpot & Zapier.
- Composed marketing emails for an event with minimum 25% open rate & 7% click rate.
- Created & copy-wrote a lead capture pop-up form for an E-Book on company's website with 6.84% click through rate.

Nestlé

Human Resource Intern

Mutiara Damansara, Selangor

August 2020 – November 2020

- Involved in an internal global digital transformation project called Desk Free Employee, localised to be called "Jom Digital!".
 - Given the responsibility to lead a digital go-live event to launch the project.
 - Designed & proofread communication materials that helped with project implementation which includes, 12 reference guides, 11 posters, 2 videos & 4 slide decks, as well as creating a design for a kiosk that are placed & used by all Nestlé sites in Malaysia.
 - Created an Excel worksheet that measured the progress of the project for 6 factories & 1 distribution centre.

The Malaysian Social Project

Student Consultant

Subang Jaya, Selangor

September 2019 – October 2019

- A pro bono student consulting program mentored by the Boston Consulting.
 - Assimilated knowledge in teamwork, client management, consulting, case-building, analysing data, deck designing & structured thinking.
 - Collaborated & provided 7 solutions based on market research, conducted surveys, client information & benchmarking.
 - Designed a newsletter template that incorporates elements from conducted research to boost donor engagement which was later incorporated by client.

Education

Excelerate Malaysia, General Assembly

K-Youth Development Programme 2023

Python Programming Bootcamp

Bukit Damansara, Kuala Lumpur

August 2023 – Present

International Islamic University Malaysia

B.A. English for International Communication

Pagoh, Johor

August 2016 – August 2020

Skills

Technical: Microsoft Office, Google Suite, Hubspot, Zapier HTML, CSS, Python, Canva.

Non-Technical Skills: Project management, leadership, client management, stakeholder management, content creation, public speaking, presentation, data analysis, user design, process design, market research, documentation.