

MOHD ROSMANIZAM BIN IDRIS



Kuala Lumpur, MY



017-9527566



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SKILLS & COMPETENCIES



LANGUAGE PROFICIENCY

✓ English

✓ Malay

(Proficient in both; verbal and written communication)

INTERESTS

- ✓ Classic and modern literature
- ✓ Contemporary music
- ✓ Nature and environment
- ✓ Visual art and culture
- ✓ Current affairs

REFERENCES

Mohd Hazarudin Zulkilpully
Senior Business Consultant
Customer Experience (CX) Division
TM Berhad, Kuala Lumpur, MY



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Zahirah Abdul Salam
Change Leader
Customer Experience (CX) Division
TM Berhad, Kuala Lumpur, MY



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CAREER OBJECTIVE

Seeking for a full time position in a professional working environment in order to expand my knowledge with hands-on experience and provide me with the ideal opportunity to contribute in the organization

WORKING EXPERIENCE

Trainee (Support System & Operation)

Telekom Malaysia (TM)

(May 2015-Jan 2016)

Job summary:

- 1- Providing support; including documentation and written reports
- 2- Handling and dealing with internal and external customer enquiry

Job description:

- ✓ Responsible for daily system performance report for assurance, fulfillment, and optimization
- ✓ Perform Root Cause Analysis (RCA); documented root cause and design code system and workflow
- ✓ Get updates with L1 & L2 Technical Support Team according to root cause found
- ✓ Assist team in liaise with Maxis Berhad and Telekom Malaysia team at state level regarding coverage issues
- ✓ Design and develop the process and guidelines of reporting based on criteria agreed with Maxis and Telekom Malaysia

Research Assistant (Project-based)

Suruhanjaya Pengangkutan Awam Darat (SPAD)

(July 2013)

Project: Routes Stock-Take Using GIS Application for Public Transportation

CERTIFICATIONS

- Nov-Dec 2016 ● ESRI Massive Open Course Online (MOOC)
Going Places with Spatial Analysis
- Sept-Oct 2016 ● ESRI Massive Open Course Online (MOOC)
The Location Advantage

EDUCATION BACKGROUND

2012-2014 ● **MSc Geo. Info. Science (GIS)**
Universiti Teknologi MARA Shah Alam

2009-2012 ● **BSc Surveying Science & Geomatics**
Universiti Teknologi MARA Shah Alam