

Aishah Ahmad



PROFILE

More than 15 years in Software Development and experienced **Scrum Master /Project Manager** with a track record of implementing **AGILE** methodologies and scrum ceremonies to facilitate on-time product delivery. History of success driving key initiatives from planning through implementation, achieving positive and measurable organizational impact. Combines analytical knowledge, leadership abilities, and relationship-building skills to engage stakeholders at all levels and enable data-driven decision-making.



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PROFESSIONAL EXPERIENCES

Scrum Master

HCL Technologies Sdn Bhd | Nov 2022 – Current (Contract)

- Successfully managed and coached the CX Repair (Customer Experience Repair) team to deliver new features for the March 2023 release of the PI Plan in SAP S4/SD HANA's module using SAFe Agile methodology in just 11 sprints.
- Responsible for organizing and facilitating Scrum ceremonies such as sprint planning, daily stand-ups, sprint reviews, and retrospectives.
- Work closely with other Scrum Masters to coordinate and align the efforts of multiple and cross functional teams.
- Identify and remove impediments that are preventing the team from making progress, such as communication barriers or technical issues.
- Track the team's progress and report it to the Agile Release Train (ART) and the Train Lead.
- Continuous improvement within the team by facilitating retrospectives and helping the team to implement process improvements.

Scrum Master

Monster Technologies Malaysia Sdn Bhd | Oct 2018 – Oct 2022

- Managed and coaching up to 4 multidisciplinary teams using AGILE SCRUM working methodologies by building high performing teams with healthy team dynamics as well
- Continuously improving the ways of working by facilitating and observing team meetings and coaching the teams by leveraging agile methodologies and mindset
- Able to coach 2 teams and both received Team Award (Team Razor) and High Achiever Award (Team Maximus)
- Aligning resources and removing roadblocks to ensure deadlines were met and initiate Scrum of Scrum for cross functional teams with Strong communication, facilitation, moderation, mentoring and empathy skills.

EDUCATION

Degree in Information Technology

UNITAR International University
Sept 2006

Master in Mechanical Engineering(Research)

University of Tun Hussein Onn Malaysia(UTHM)
2022 (Part Time-Semester 3)

AWARDS

- High Achiever Award (Team Maximus)-2022
- Team Award (Team Razor)-2021
- Best Performance Staff Award (2016)

KEY KILLS

- Agile Frameworks- Scrum, Kanban,SAFe
- JIRA and Confluence
- SQL
- Agile Project Management
- Software Project Management
- Business Analysis
- Software Development Life Cycle(SDLC)

Project Manager

My E.G Services Sdn Bhd | Oct 2017 – Sept 2018

- Managed more than 4 project (eProfiles, MyPark, eRemittance, MyEG. Kiosk, Prasarana POC)
- Deliver strategic projects system planning, system procurement, development of new project business application at agreed scope, cost and timeline
- Lead coordination of MyEG strategic initiatives working with internal parties, leverage various technology such as API & external partnership via AGILE methodology
- Conducting risk assessments for projects
- Organizing meetings to discuss project goals and progress

- **Meow Sim Foo** | 0172782700 | meowsim.foo@monster.com | Monster Technologies Malaysia Sdn Bhd | Former Colleague
- **Marina Gharios** | marina.gharios@monster.com | Monster Technologies Malaysia Sdn Bhd | Former Manager

Project Manager/ Business Analyst

Encoral Digital Solutions Sdn Bhd | May 2010 – March 2017

- Provide regular report updates to all stakeholders and project sponsors, including status updates, milestone information and risk and issue information
- Managed projects at AGC (Attorney General Chamber) and as Lead Business System Analyst at the same time in HR project at PERKESO.
- Successfully delivered 3.9 million worth of project and leading cross-functional teams of up to 20 personnel (Project AGC Bersepadu I and II)
- Lead in the planning, budgeting and manage multiple project team activities to ensure on-time delivery, within budget and objectives are met for software projects implementation
- Involved in requirement study, systems design, testing, training and implementation and coordinate and execute IT related plans as according to organizational direction
- Involved in developing Legal System, Human Resource System (AGC, JAB. PENJARA MALAYSIA, SURUHANJAYA TENAGA, PERKESO)
- Work with customers, internal technical teams, consortium members, business partners, technology providers (in-house or outsourced) and clients to ascertain project requirements, scope and resource requirements for contract implementation.
- Responsible to deliver training on the system and on-site support to users and deliver UAT, PAT and FAT

Application Support Executive

Systematic Conglomerate Sdn Bhd | March 2009 – April 2010

- As a 2nd level support for the healthcare system at Hospital Serdang (Module Clinician Access, ECG, Haemodialysis, RIS, LAB)
- Resolve customer inquiries by utilizing established procedures, user manuals, knowledgebase, accessing on-line applications, or interacting with internal and external support groups.
- Manage applications issues raised through the Hospital Serdang incident management system and ensure resolutions meeting the IT Service Level Agreement (SLA).
- Perform diagnosis of incidents and manage user's communications to bring to immediate availability during systems downtime.
- Document the incidents learning into the global knowledge database tool for sharing and references
- Escalate unresolved calls to appropriate support specialist or service group

System Analyst

D'SYNERGY Sdn Bhd | Jan 2008 – Feb 2009

- Involved with the national project of Ministry of Education in EDUWEBTV.com
- Coordinate and facilitate discussion with different levels of personnel ranging from development management, application team leaders and other external parties that may include vendors and with other teams.
- Preparing technical documents (user manuals, test script, training materials) and system proposals.
- Produce outline designs and costing of new IT systems, specifying the operations the system will perform, and the way data will be viewed by the user, present their design to the client and, once it is approved, work closely with the client team to implement the solution.
- Perform system testing and UAT, FAT and PAT

Pegawai Khidmat Singkat

Ministry of Higher Education (MOHE) | Nov 2006 – Dec 2007

- Conducted system testing and participated in UAT, FAT, and PAT
- Maintained and updated MOHE's website
- Created a Research Application System using PHP, Apache, and MySQL
- Collaborated in the development of the E-selection of IPTA Main Officer System using PHP, Apache, and MySQL

PHP Programmer

Ramsoft Sdn Bhd | March 2005 – Oct 2006

- Collaborate with the team members to understand the client requirements.
- Coordinate with the design team for the mockups and wireframes.
- Write clean and well-structured codes.
- Produce detailed technical product descriptions.
- Troubleshoot, test and maintain the core product software along with the databases to ensure strong functionality and optimization.
- Contribute to all the software development phases