

## FAZLEEN HARON, PMP

### SUMMARY

20+ years of initiating and delivering sustained results and effective transformation projects across a wide range of industries. My major experience lies in strategizing and working with crossfunctional teams to bring about change and improvement in people, process, and technology.

A people person with a pleasant personability and ability to communicate to explain complex processes in a simple structured way.

### PROFESSIONAL ACHIEVEMENTS

#### PROJECT MANAGEMENT FOR OPERATIONAL EFFICIENCY AND QUALITY IMPROVEMENT

- Manage project-related paperwork on preventing toys from filling up our land and rivers by ensuring all necessary materials are current, properly filed and reported to the following stakeholders i.e; Mranti, Da Men Mall Management, Hong Leong, World Vision etc.
- Worked with a team of HR professionals to plan, run, and deliver projects designed to improve the human resources function for a Security Guarding company.
- Created new policies and procedures related to recruitment, training, compensation, and benefits. Analyse existing human resources processes, identify gaps in current systems, and lead resolution projects.
- Successfully delivered the modernization of three high rise and one low rise passenger lifts project for Bank Pembangunan Malaysia Berhad. Managing stakeholders, liaising with lift manufacturer, construction team and site management, handling Safety Toolbox meetings and updating daily site dairy.
- Prepared status progress report and developed mitigation plan together with construction team. Supported Project Director in decision making process.
- Successfully deployed Six Sigma initiatives to Cleaning Services. Gained savings benefits of RM 4.5 mil versus target of RM2.5 mil in 2014 mainly from yield improvement cleaning projects from 54 Tesco stores.
- Successfully project managed to clear up company (One of the major Retail)outstanding invoices amount to RM 23.6 mil including preparing business case, communicationplan, managing stakeholder's expectations, identifying risks, verifying documents, negotiating on cost and tracking payments
- Successfully negotiated and delivered contracts renewal of Facilities and Asset Maintenance Hard and Soft Services for clients such as UEM Sunrise Berhad, PLUS Berhad, Johor State Administrative Centre Nusanjaya (JSNAC), Malaysian Bio-Xcell Sdn Bhd.
- Successfully identified approaches, deliverables, and project managed waste management projects for all 50 Tesco stores nationwide.
- Project coordinator/ Liaison Officer for DRB Hicom Berhad Special Project Department for the Electrified Double Track national project from Rawang- Ipoh worth MYR 2.6 billion. Liaising with Government appointed Project Management Office on monthly reporting.

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#### PROCESS IMPROVEMENT INITIATIVES TOWARDS BUSINESS RESULTS

- Prepared the Standard Operating Procedures for handling Toys for a Non-Profit Organization whose focus is to ensure 20,000 KG of toys are diverted from landfills/ river pollution through Toys Library, reselling, recycling, and upcycling the toys into other products.
- Prepare Operation Manual and Guidelines for Toy Hubs.
- Prepare Overall Toy movement tracker to monitor Toys received and donated for all hubs.
- Introduce a system in the Hub to ensure the flow of toys from receiving, sorting, washing, testing, and packing are smooth. Improve work productivity by 80%.
- Providing ongoing training to toy hubs staff on toy Hub SOP and Manual.
- Collaborate with Agensi Antidadah Kebangsaan (AADK) to provide soft skills training and motivational talk to ex drug addicts (CSR work)
- Successfully implemented RM2.5million worth of Design, Built and Transfer of Call Centre Project for POS Malaysia Berhad as per agreed timeline and costs
- Initiated and effectively executed and managed the daily operations of TIME Engineering Berhad (TEB) Call Centre to support IT equipment for 10,000 schools nationwide and ensuring it is a profit center to the group.
- Developed Soft Skills and Technical Skills training plan for 100 Call Centre Agents from Assessment stage, Training stage and Evaluation stage.
- Served as subject matter expert (SME) for call center aspects of project design and implementation and writing proposals on Contact Centre solutions for local and overseas companies.
- Successfully collaborated with the telephony, Voice Logger and CRM vendors for the delivery of the system to the Customer Service Centre for TIME Engineering Berhad. Project worth more than RM2 million.

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#### SKILLS

- Project Management Professional (PMP) Certification from Project Management Institute (PMI) ID: 1756149Green Belt Lean Six Sigma Certification by IASSC
  - Train The Trainer Certification by HRDF
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## WORK HISTORY

### SYSTEM AND PROCESS COORDINATOR

Re: Play Toy Hub  
Play Unlimited Malaysia (NGO)  
Oct 2022 - present

### PROJECT MANAGER – eTourlist and Enforcement System

PROOFFICE SOLUTIONS SDN BHD (subsidiary of HeiTech Padu Berhad)  
April 2021 – Jan 2022

### HEAD OF BUSINESS SUSTAINABILITY, FACILITIES AND MAINTENANCE DEPARTMENT

Edgenta Facilities Sdn Berhad (EFSB) (a subsidiary under UEM Edgenta Group)  
January 2017 – April 2018

### CONTRACTOR PERFORMANCE MANAGER

Tesco Stores (M) Sdn Bhd  
Oct 2011 – mid January 2017

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## EDUCATION

### ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY, AUSTRALIA

Bachelor of Applied Science Mathematics (Major in Statistics & Operation Research)

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## REFERENCES

### MR. SURENDRAN RAMAN

#### HEAD OF FACILITIES MAINTENANCE

TESCO STORES (M) SDN BHD  
HEAD OFFICE, LEVEL 3, NO.3 JALAN 7A/62A  
BANDAR MENJALARA  
52200 KUALA LUMPUR  
TEL NO: 603-6287 6000  
HP. NO: 012 428 2207

### SYED HASHIM BIN SYED A. RAHMAN

#### SENIOR MANAGER, HR AND ADMIN

SPECIAL PROJECTS DIVISION  
EX DRB HICOM  
HP NO: 0122300887