

Hi, I'm Shaff!

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Kuala Lumpur, Malaysia

NUR SHAFIEZA RIWAYAT

Terminal Manager at **SHELL** Malaysia's largest terminal with background in **energy, supply chain and commercial operations, digitalisation, and environmental compliance**. Further experiences include **technical account management and sales** roles at **MICROSOFT**, an internship in **engineering product design**, and a **Master's in Mechanical Engineering** with focus in **sustainability**.

HIGHLIGHTS *For full list of skills, please refer to the next page.*

- Experienced in operations and logistics including scheduling and planning the flow and distribution of products
- Manager in Operations leading a team of 7 direct reports, 3 different hauliers and over 130 Captains
- Manages all ex-gate Operations of Shell's largest terminal in Malaysia
- Experience in kickstarting and leading multiple projects that generated cost-savings and value creation of millions of Ringgits (details below)

PROFESSIONAL EXPERIENCE

Shell | 2018 – present

Singapore and Malaysia

Joined under the Shell Graduate Programme and completed the programme ahead of schedule within 2.5 years while being a committee member of NEXUS Graduate Initiative—a network representing the entire Shell Graduate community.

Terminal Manager | 2021–present

Manager of Shell Malaysia's **largest terminal**, with the largest Retail and Commercial Fuel volumes nationwide working with various stakeholders including the government. Manages a team responsible for stock management and road transport operations, with full accountability on all ex-gate operations. Supervises 3 different hauliers and over 130 Captains with emphasis on road transport HSSE. **Generated annual savings of RM500,000 (USD120,000) by spearheading the removal of Stadis SR1795 (a redundant additive) from gasoline within 9 months in the role.**

Compliance Executive | 2020–2021

Ensured compliance to Shell and industry standards for Shell-owned and JV assets within Trading and Supply Malaysia, which include competency management, vent stack emission monitoring project, incident reviews, audits etc. **Successfully kickstarted and completed all terminals' compliance to Clean Air Regulation** emission reporting to the Malaysian Department of Environment for the **first time since 1974**.

LNG Commercial Operator | 2019–2020

International assignment in Commercial Operations managing the **largest LNG portfolio** in East (~150 cargoes annually), mainly Australia's QCLNG and other Australasian counterparts. **Generated annual savings of USD600,000 for QCLNG 2018 contract by exploiting contract ambiguity regarding vessel boil off consumption.** Expected additional savings of 120% annually until the end of the 20-year contract.

Supply Scheduler / Planner | 2018–2019

Sole supply planner for seafront terminals in Peninsular Malaysia, managing the distribution of refined oil by planning oil and vessel movements internationally. Single-handedly **developed and revamped supply planning program which was then replicated business-wide** for all scheduling programs in Malaysia.

Microsoft | 2016 – 2018

Malaysia

Started under Microsoft's Graduate Programme (Intern to MACH) and subsequently hired into the company.

Inside Sales Representative | 2017–2018

Premier sales specialist responsible for ~70 government and Small-and-Medium-Corporations (SMC) accounts. **Achieved 100% sales target within first month of employment**, and then onwards **hit more than 150% each quarter** and became **#1 Seller in Microsoft Services**. Selected as the Pricing Champion and Sales Champion and is the **first person in Asia Pacific to close the deal on new product 'Unified Support'**.

Technical Account Manager | 2016

Under the Intern to MACH graduate programme, enhanced Services department by improving inefficiency areas in processes and tools using Power BI and developing the CoRe Checklist with **100% positive reception** from Services team. Worked with Sales Representatives and other Service Delivery Managers to support customer requirements.

Internal Business Development Manager | 2016

Managed Techfemme with more than 150 participants, 30 volunteers and 6 speakers by building relationships with various business segments and key stakeholders. Directly in charge of HP Managing Director, Microsoft HR and Legal Directors, Maxis Head of Marketing and Dah Makan co-founder.

SKILLS

Certifications

Agile / Lean:

- Agile Foundations (LinkedIn)
- What Is Scrum? (LinkedIn)
- Cert Prep: Scrum Master (LinkedIn)

Amazon Web Services (AWS):

- Introduction to AWS for Non-Engineers: 1 Cloud Concept (LinkedIn)
- Introduction to AWS for Non-Engineers: 2 Security (LinkedIn)
- Introduction to AWS for Non-Engineers: 3 Core Services (LinkedIn)
- Introduction to AWS for Non-Engineers: 4 Billing and Pricing (LinkedIn)

SQL / Data Analytics

- SQL for Data Science (Coursera)
- Learning Data Analytics (LinkedIn)

Finance:

- Finance for Non-Financial Managers (LinkedIn)

Publication

Sustainability

Author of: Springer textbook Technologies and Eco-innovation towards Sustainability I – Eco Design of Products and Services – “Component Recoverability Analysis in Product Design using System Dynamic Modelling” (shorturl.at/mpvW1)
✎ Winner of Best Research Paper: Going Green EcoDesign, 10th International Symposium on Environmentally Conscious Design and Inverse Manufacturing, Taiwan

Skills

Engineering, Programming, Product Design

SolidWorks, Autodesk Inventor, CREO/Pro-Engineer, Solid Edge, ANSYS, Granta CES, MATLAB

Business

PowerBI, Endur, GSAP, GMAS, QCM, Kpler, Fit4, Dynamics CRM, Microsoft CompassOne, Vensim PLE, Design VUE

Technology

Technical account management, digitalization focal, data project management, data analysis

Office 365

Word, PowerPoint, Excel, Publisher, Sway, Teams, OneNote

Supply Chain and Operations

Product scheduling, freight planning, facilities management, commercial operations

Languages

Full proficiency in English and Malay

INDUSTRIAL EXPERIENCE

Microsoft Experience Lead Student Partner | 2016–2017

The liaison agent between Microsoft and the University of Nottingham while being trained on Microsoft technology.

Solo Labeller Sdn. Bhd. | 2015

As the product designer/engineer, designed, modelled and fabricated more than 100 different components for various applications by using Autodesk Inventor, CNC machining, and 3D printing.

Lead Engineer, Project Leader | 2014–2016

Led several engineering projects, placing 2nd runner up at national level in the IEM-METD competition, top 5 in the James Dyson award, and was featured in Jurutera magazine.

EDUCATION

Master's in Mechanical Engineering | First Class with Honours

United Kingdom and Malaysia

Studied in United Kingdom and Malaysia, fully sponsored by PETRONAS from pre-university until completion of Master's degree.

Master's in Mechanical Engineering with Honours

The University of Nottingham
Imperial College London

Full scholarship for both universities
1st Class, Distinction Overall
Dean's List Award, Top 5 in year

International Baccalaureate Diploma

UWC Atlantic College, United Kingdom

Full scholarship
41 points, Top 2% in the world

Malaysian Certificate of Education (SPM)

SMK Tinggi Bukit Mertajam, Malaysia

10A1's, Top 0.38% in Malaysia

- Penang State Top Student Award by Chief Minister of Penang

- 1st Class, Distinction in Final Year Project
- Vice Chancellor Global Graduate Award Finalist
- 6 x Nottingham Advantage Awards in Business for Non-Business Students, Work Experience, Intercultural Awareness, Community Service, Lifelong Learning for Engineers, and Student Observer of Teaching
- Master's Student Representative
- Best Resume in the University of Nottingham