SITI NURUL JANNAH MOHAMMAD NOR
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B8-07-6,
Pantai Hillpark Phase 5,
Jalan Pantai Murni 1,
59200, Kuala Lumpur
013-7334840

April 12,2022

Dear Sir,

I am hereby keenly interested to apply for IT position post at your organization.

2. I am currently working in Allegis Group as a Global Support Specialist vendor to Standard Chartered Malaysia, Trade Team which consist of 44 countries.

3. I graduated from MARA Technology of University (Master of Science) and University of Technology Malaysia (Bachelor Degree) whereby my area of specialization is Computer Science and Graphic Multimedia.

4. Therefore, I believe that these knowledge and skills that I gained from my current job, previous working experiences and courses are the important keys for my application.

5. I am really interested to join this organization and dedicated towards excellence for the current presence and future. Henceforth I do confident that my skills and experiences could compose an immediate positive impact for your team. Kindly contact me at your convenience to schedule an interview. I look forward to speaking with you soon.

6. Thereby, I enclose together the details in the resume for your kind of perusal.

7. Finally, I would like to thank for your attention and consideration for this application.

Best Regards,

(Siti Nurul Jannah Mohammad Nor)

INTERNAL

Siti Nurul Jannah Mohammad Nor

https://www.linkedin.com/in/siti-mohammad-42218025/

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A fundamental Agile Certified with 10 years solid experience in IT positions for both local and multinational banking services industry. Proven versatility and strong experiences in various IT roles ranging from Malaysia Infra Project Management, Malaysia Infra Lead, Global Production Support, Infra Global Support, Analyst Programmer, Developer for HSBC Mainframe Credit Cards Projects, SCB Global Trade system, & HSBC Hong Kong Core Banking teams. Possess excellent communication and collaboration skills to lead and work with diverse groups effectively. Trade System, Credit Cards and Core Banking domain knowledge.

Skills

- DevOps & Agile
- Process Improvement
- JIRA
- DB2
- VSAM
- HTML
- Trade System
- VisionPLUS
- R2DS & MQ Series
- Adobe Photoshop
- Production System Support

- SDLC
- Project Management
- Mainframe
- JCL
- Easytrieve
- Hong Kong Core Banking
- Linux Web Server
- CardLink V2
- Assembly Language (MASM 8086)
- Steganography & Watermarking
- System Testing Support

- Mainframe Environment Management
- HP ALM/QC
- COBOL
- CICS
- Microsoft PowerApps
- C++
- PHP
- Tricentis TOSCA
- Flash with ActionScript
- SEO & google analytics
- Midrange & RG
- LCM & ChangeMan (Mainframe Change Management)

Experiences

OCT 2019 - PRESENT

Support Specialist | Allegies Group

ROLE: PRODUCTION SUPPORT (PSS)   DEPARTMENT: STANDARD CHARTERED TRADE TEAM

- Global system support for trade system
- Troubleshot problems involving timeliness of services.
- Providing analysis to resolve production and application issues
- Analyzing production support related issues, inquiries and requests

- Providing production support by documenting tickets and communicating with customer and vendor
- Global batch support and fix on shift basis (mainframe & midrange)
- Internal and external communication from different platforms : ATOS, SRE, Developer, Testing, Business, RTP,**L**TP, SAM, RG & Corebanking EBBS for any adhoc requests and troubleshoot.
- Assist in project, defect and compliant release.

MAR 2019 - OCT 2019
Software Engineer | Chinasoft International
ROLE: DEVELOPER FOR OBSM MIGRATION   DEPARTMENT: HSBC HONG KONG CORE BANKING

- OBSm System design and implementation based on the user's requirement for Hong Kong
- Overseas business trip for project's briefing initiation
- Utilizing Agile Methodology approach
- UT, SIT & UAT development, execution and support
- Weekly reporting for project's status and progress

DEC 2017 - FEB 2019
Software Engineer | Chinasoft International
ROLE: MYH PROJECT MANAGEMENT/ MYH INFRA LEAD / APAC SUPPORT   DEPARTMENT: HSBC CARDS ENGINEERING

- Coordinating 2 overseas resources for Malaysia Infrastructure team's people management, resource planning, task's allocation, clarity ID and scheduling (Credit Card Apps - VisionPlus, Mainframe platform : JCL and Cobol)
- MYH Infra participant in scrum meeting for MYH projects including planning sessions with businesses,developers, testers and non WHIRL platform teams to analyze Business IT requirements
- Daily & weekly reporting for all MYH projects status
- Reporting escalation to Global Infra Team Lead on behalf of MYH Infra for any production issues
- MYH project's monitoring and evaluation by observing whole batch performance & issues.
- Playing a major role in carrying out day to day responsibilities of MYH infra to ensure the delivery of quality systems to the live environment on time and in budget
- Agile approach of working methodology
- Client interaction from various platforms from Developer, Testing, Business, Dialogue, eChamps, HUB, ATMP & IRIS for any adhoc requests and troubleshoot.
- Permanent fix for APAC environment INM & MYHRegion build & refresh preparation for INM & MYH
- End to end batch support and execution if required for APAC region (INM, VNM & MYH)
- Automation reporting maintenance for MYH
- Connectivity setup & support for external interfaces like ATMP, HUB, E-Champ, DLO, IRIS forSMS and Embossing for all MYH projects & INM support if required.
- BAU as per previous role with HSBC ADM IT Cards Infrastructure.
- Projects Involvement :
  MYH Compliance 15.1, 15.2, 16.1, 16.2, 17.1, 17.2, MYH JomPay, MYH Rocket, MYH Chip & Pin, MYH RPP, MYH SSP, MYH GST, MYH SST, MYH SFE, MY Automation and MY Data Improvement.

DEC 2014 - DEC 2017

Software Engineer | HSBC Technology Kuala Lumpur

ROLE: GLOBAL INFRA SUPPORT   DEPARTMENT: HSBC ADM CARDS INFRASTRUCTURE

- End to end batch execution, handling all round batch planing and testing requirement for all MYH projects.
- Raised defects in QC and highlight the project's status with the project's owner when it's required.
- Technical support for VisionPLUS credit card system in any APAC Global Cards Infra (UIT,SIT,UAT,DR & prod fix) for INM,SGH,MNL, MYH & EU
- System implementation support
- Automation report build for MYH daily improvement tasks process
- Permanent fix for all MYH environment regions
- MYH Simulator support for VISA & MasterCard
- Working with various types of teams to support between WHIRL to the other platforms:
  1. ATMP 2.HUB 3.DLO 4. eChamps 5.IRIS for SMS 6.IRIS for Embossing
- Projects Involvement :
  MYH Compliance 12.1, 12.2, 13.1, 13.2, 14.1, 14.2, MYH SFE 1.0, BNM Regularity EIS Reporting

MAY 2012 - DEC 2014

Programmer Analyst | iCIMB (Malaysia) Sdn Bhd

ROLE: DEVELOPER   DEPARTMENT: INFORMATION TECHNOLOGY

- CardLink System design and implementation based on the user's requirement for Malaysia and Singapore (CardLink V2)
- Utilizing SDLC process in every project for the IT project management policies (Functional Specification – for user approval, Impact analysis specification, Technical Specification, Package Creation Form – To check out the latest version of program or JCL from LCM, UAT – To move updated version into LCM (Life Cycle Manager), System Test and Deploy Stage ITCM -To implement changes from LCM to production)
- SIT & UAT system execution and support
- System analysis and resolution for production issue
- To perform the 24 hours Cardlink System Support (Malaysia and Singapore regions) for 7 consecutive days in every 2 months where the Service Level Agreement (SLA banking) must be fulfilled
- Projects Involvement :
  MY BNM Regularity EIS Reporting, MY SG Loyalty, Data Maintenance, MY Batch Performances

JUNE 2011 - MAY 2012

Programmer Analyst | iTAC MSC Outsourcing Sdn Bhd

ROLE: DEVELOPER   DEPARTMENT: iCIMB INFORMATION TECHNOLOGY

- CardLink System system design and development for CIMB Bank (Malaysia and Singapore)
- CardLink system migration project from V1 to V2

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JAN 2005 - DEC 2011

Freelance Projects
ROLE: DEVELOPER /WEB DESIGNER

- Website system development, graphic designing, and flash (montage and website)
- SEO (search engine optimization) for internet marketing
- Linux Web Server Configuration & Email

JAN 2005 - JUNE 2005

INTERN | University of Technology, Malaysia (UTM)
ROLE: DEVELOPER / DESIGNER   DEPARTMENT: COUNSELLING & CAREER

- Information system development
- Flash montage for department
- Flash montage for study smart program

Certificates and Outdoor Activities

- Agile Fundamental 2016
- CCNA 1 Networking Basics 2008

- Sports for university and hostel 2003-2006(Hockey : as a player and team manager: Gold medalist for2003,2005 & 2006, Silver for 2004)

- At Our Best Training HSBC 2016
- UTM Degree ++ program – PHP Programming 2005
- Runner for Asian Debate 2003
- E-Genting programming Competition 2004(solving given problems in 6 hours : 2 problems : coding and short documentations)

Language Spoken & Interest

- English and Malay (writing and speaking)
- Basic knowledge in Hindi, Korean, Farsi and Spanish

- Reading, travelling, and sports

Education

- Master of Science in Computer Science MARA University of Technology (2011)

- Bachelor of Computer Science in Graphic and Multimedia University of Technology, Malaysia (2007)

Referees

- Salina Hamdan
Former Senior Business Analyst Global HUB and Core Banking Support,
Global Operational Services,MYH Host Operations, HSBC Malaysia
Tel : +6012330710

- Satheswary Anjapa
Former Senior Software Engineer,
HSBC Core Cards, RBWM IT, Malaysia
Tel : +60163176845