

RESUME

Name : Muhd Zulfadli Ishammudin
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EDUCATIONAL BACKGROUND

May 2012 – August 2014	Universiti Utara Malaysia Master of Science (Management) Master's Thesis Title <i>The Impact and Influence of Leadership style on Employee Loyalty and Performance in Commercial Banks in Klang Valley.</i>
July 2005 – May 2008	Universiti Teknologi Mara Shah Alam Bachelor's Degree of Engineering (Hons) (Electrical)
July 2002 – May 2005	Universiti Teknologi Mara Pulau Pinang Diploma in Electrical Engineering (Electronic) (Major in Communication Eng.)
January 1997- December 2001	Sek. Men. Keb. Aminuddin Baki K.L Sijil Pelajaran Malaysia (SPM 2001) Penilaian Menengah Rendah (PMR 1999)

COURSE ATTEND

- CompTIA A+ & Personal Enhancement Programme, Industry-Based Certification Programme, UiTM Shah Alam, Nov.-Dec. 2007
- Apache Tomcat Server Managing & Administrating. Nov 2011.
- MGM Applied Project Management. 19-20 April 2012
- Microsoft Office Project Professional ver.2013. May 2015
- Agile Principles and Methodologies module, HRDF, Feb 2021
- PRINCE2 Foundation & Practitioner, Axelos, Sep 2022

SKILLS/CERTIFICATES

- Expert in using Microsoft Office (Words, Power point and Excel)
- Certified Microsoft Office Project user at advance level
- Malaysia University English Test, Band 5/6
- Registered as Graduate Engineer with BEM (Reg. no. 70955A)
- Six Sigma Yellow Belt Professional (Cert. ID - 72569)
- Scrum Fundamentals Certified, SFC (Cert. ID – 791252)
- Certification for Bank Auditor, CBA, AICB
- Certified SIRIM Lead Auditor ISO 9001:2015, SIRIM STS

LANGUAGES SPOKEN & WRITTEN

Bahasa Malaysia	: Written - Excellent	Spoken - Excellent
English Language	: Written - Excellent	Spoken - Excellent

WORKING EXPERIENCES

Company : MBSB Bank Berhad
Position : Senior Manager, Quality Assurance Department
Working Period : October 2021 – Now
Job Description : Engage with various stakeholders on the business process improvement and/or productivity-driven initiatives and projects. Identify suitable QA improvement methodology to be deployed to meet the process improvement or productivity initiatives/project's objective. Incorporate adoption of Robotic Process Improvement (RPA) adoption where suitable to further increase productivity, quality and service delivery. Apply agile or project management framework to execute, monitor and deliver the project and initiatives. To provide improvement or ideation perspective or any matter pertaining to process within the bank.

Company : Affin Bank Berhad
Position : Manager, Quality Assurance & Audit Management, ITSM&G
Working Period : Jun 2019 – September 2021
Job Description : To ensure all Bank's IT projects are in compliance to the Quality Assurance process document and that they are in line with the Bank's vision and mission. To ensure the enforcement of quality-driven environment within the Bank's focusing on IT processes and procedures. Quality assurance and control reviews are conducted on all IT projects within the Bank and to recommend corrective measures. To conduct post implementation review on all projects to assess if the project has achieved the intended business and project objectives as set out in the Project Charter and Business Justification Paper. To conduct Disaster Recovery review during DR exercise for all the systems listed in the yearly DR schedule to ensure all the DR activities have been conducted accordingly as per the documented procedures / instructions. To coordinate and facilitate Auditor request pertaining to IT Department.

Company : Kuwait Finance House (Malaysia) Berhad
Position : Senior IT Auditor, Group Internal Audit
Working Period : April 2018 – May 2019
Job Description : Prepare audit planning memo, list of required documents, audit work programmes, audit reports and findings including list of risks, likelihood of risks and their impact for both inherent and residual risk and identify value added recommendations for each audit assignment. To provide inputs on the implementation of the business audit plans, assess the level of adherence to KFHMB's policies / procedures. Monitor and review management of Business Continuity and Disaster Recovery activities. Conduct interviews with the audited business, operations and IT functions to identify and understand all aspects of internal controls, procedures, policies and practices. Continuously assess the bank current processes to find areas for improvement or efficiencies. Provide input to KFHMB's security strategy and technical roadmap. To provide guidance, support and advisory to the bank to ensure that key risks are identified, understood, escalated and managed. Evaluate the senior management response to these risks and summarized the findings for the Audit Committee. Assess, evaluate and review the adequacy and the effectiveness of the internal controls and risk management practices implemented by each business function systems.

List of Completed

Audit : Change Management System, Data Loss Prevention System, Backup & Storage system, BC/DR Quarterly report, CCTV system, Penetration Testing, Credit Operation System, PCI DSS Compliance, Self Service Terminals, BC/DR Quarterly report & BCM Department.

Company : RHB Bank Berhad

Position : Auditor, System Development Audit, Group Internal Audit

Working Period : March 2016 – April 2018

Job Description : Carry out and/or lead the audit/other assignment instructed by the department head or Section Head. Ensure the audit assignment are carried out in accordance with the audit plan and audit budget. Assess, evaluate and review the adequacy and the effectiveness of the internal controls and risk management practices implemented by the auditees. Raise appropriate recommendations for improvement in each audit assignments. Attend to audit discussion to seek solutions on the audit findings and ensure the corrective action are taken to arrest the internal control issues raised. Prepare draft audit report for review by the section head and department head. Assist in reviewing the operating manual and process initiatives as and when assigned. Review BCP/DRP documentation and witness the testing activity to comply with BNM requirement for document submission.

Company : RHB Bank Berhad

Position : Project Manager, Group Strategy & Transformation

Working Period : October 2013 – March 2016

Job Description : Involve in the planning and implementation of projects assigned, Assist in outlining the definition of project plans, goals, identify and schedule project activities, resource requirements and deliverables for each projects assigned, Constantly monitor and submit report on progress of the project, issues / problems encountered. Help to implement and manage project changes and interventions to achieve project deliverables, Ensure deliverables are in compliance with bank's policies, quality standards and regulatory requirements and project is completed within scope, timeline and budget, Assist in identifying improvement areas in project management processes.

List of Completed

Project : Cost Saving Initiative, Future Market, ATM Optimisation, Retail Analytics, Premier Banking, Branch Sales & Services Transformation.

Company : Maybank Berhad

Position : Project Manager, Regional Support, Virtual Banking

Working Period : November 2011 – October 2013

Job Description : Study, consolidate and document user requirements from regional parties into user requirement specifications, ensure timely implementations of assigned projects and enhancements within budget and of high quality, conduct system testing on products to ensure quality and comprehensive documentation and proper filing, conduct product training and provide product information to MGCC and other parties, provide recommendations and advices on system solutions and proposals by vendors for related products in order to assist

management to make decision and to provide expert knowledge to other parties should the needs arise, carry out project secretarial role by scheduling meetings and taking minutes for all project related meeting and ensure timely dispatch of minutes to all stakeholders.

List of Completed

Project : Online Will Writing, MME via M2U, IBG Transfer, MPI: E-Products, Local Telegraphic Transfer, FTT, Mobile top up, MPI Credit Card Issuing, MCP & PNG: E-FD, M2U Biz, Bill payment and forex rate converter.

Company : Ikon Benua (M) Sdn. Bhd.

Position : R & D Executive

Working Period : October 2009 – September 2011

Job Description : Web design, strategic planning, internet marketing, customer services, research on internet products, business development, presentation, report writing and project management, network troubleshoot and updating database.

Company : TL Geohydrographics Sdn. Bhd.

Position : Offshore Engineer

Working Period : October 2008 – September 2009

Job Description : Site survey, exploration, coring, data gathering, report writing, machine maintenance and updating stocks.

PREFERENCES

Possess Own Transport : Yes (Car/Motorcycle)

Availability : 3 months' notice

REFERENCES

1) Amir Mujahid

AVP, IT Risk, Cagamas Berhad

Level 32, The Gardens North Tower,

Mid Valley City, Lingkaran Syed Putra,

59200 Kuala Lumpur,

012-6615808

2) Khairul Hafizin

AM, IT Auditor, Axiata Group Berhad,

Axiata Tower,

9 Jalan Stesen Sentral 5,

Kuala Lumpur Sentral

50470 Kuala Lumpur

019-506592