

MOHAMMAD IZZAT AMZAR BIN AZMIR

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Nationality Malaysian

Career Objectives

A highly analytical and detail-oriented IT Business Analyst with over 5 years of experience in various industries, including manufacturing, property development, conglomerate, logistics and transportation. I have a strong attention to detail and can learn quickly. In my current roles, I have managed stakeholders and global business demands, oversaw software development cycles and cloud services models, and worked with various project methodologies and digital planning. I am also experienced in various project implementation related to sales processes, CRM, risk and compliance, non-trade procurement and ESG. I am looking to transition into the cloud industry as a **Cloud and Security Consultant and Solution Architect path**.

Working Experience

Company : DKSH Corporate Shared & Services Center (CSSC), KL

Position : Senior Specialist, Technology & Innovation, Group IT Application

Duration : October 2021 – Present

Responsibilities:

- Drive requirements gathering and analysis activities on multiple complex business topics in a fast paced and changing environment with different business leaders and user groups across all the market worldwide
- Lead the solution discussion with Global Business Leader to understand the overall and specific requirements
- Conduct research, testing, metrics analysis, data insights and Proof-of-concept (POC) to drive the decision making
- Provide business and solution architecture guidance to team
- Maintained working relationship with other Directors and key stakeholders from Global Units
- Stayed up to date on latest trends of the technologies and security and looked for off-shelf solutions

Projects Initiatives and Achievement:

- Been Involved in the Migration project from old SAP ECC6 ERP system to S/4 Hana, including project manager to lead custom program for Fast order Entry development) (2022).
- Led a feasibility study to identify the best solution for the Third-Party Risk Management (TPRM) and Responsible Procurement specifically for ESG (2022)
- Co-lead a Global eProcurements project worth over CHF1million with potential annual spending savings of CHF 30-40M) (2022)
- Led vendor selection for ESG Data Collection Tools project worth CHF150,000 (2022) – Implementation in progress

- Co-lead in vendor evaluation for Distribution Management System (DMS) project worth more than CHF 1 million (2021-2022) – Implementation in progress

Company : Sunway Property, Selangor

Position : Senior Executive, Business Analyst, Information Technology (IT) Dept

Duration : March 2021 – September 2021 (7 months)

Responsibilities:

- Understand business demands and requirements and provide knowledge of IT Solutions, applications, and services to improve business operation.
- Engaged with business leaders and key stakeholders to analyze data and drive insights
- Presented ideas and solutions options for evaluation and adoption decisions
- Led the planning, implementation, tracking, and reporting of progress for assigned digital projects
- Led vendor evaluation and due diligence processes for potential vendors
- Worked with both waterfall and agile methodology on the software development life cycle (SLDC)
- Gathered and defined user requirements and translated them into functional and non-functional requirements
- Conducted market research, industry benchmarking, and competitor analysis
- Performed system integration testing and coordinated user acceptance testing with business users
- Led user education and awareness efforts on digital initiatives and transformation opportunities, as well as conducted user training and facilitated workshops.

Projects Initiatives and Achievement:

- Successfully led vendor selection for an automated loan documentation project worth RM200,000 (2021)
- Successfully implemented Online Payment Collection via iPay88 and integrated it with the internal system (2021)
- Successfully evaluated an unified CRM system for property arm including sales and customer service.
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Company : Mahsing Group Bhd., Kuala Lumpur

Position : Senior Executive, Business Analyst, Information Technology(IT) Dept

Duration : May 2018 – February 2021 (2 years and 10 months)

Responsibilities:

- Responsible for gathering information regarding the program's needs, objectives, functions, features, and input and output requirements and translating them into clear and concise business requirements. This was accomplished through a combination of techniques, such as observation, workshops, SOP data analysis, and close discussions..
- The system specifications were thoroughly reviewed and analyzed to confirm that all required elements were included..
- Led the implementing IT projects from start to finish by utilizing SDLC methodologies and experienced using Agile as well as adhering to the agreed project timeline.
- Provided support and assistance during system testing, including SIT and UAT to ensure the system was free of errors and highly reliable

- Has been tasked with executing new initiatives and driving the execution of strategy, process, and change management initiatives through the principles of Lean Six Sigma.
 - Provided comprehensive training plan, test plan and end user training upon Go-Live
 - Performed the first level of troubleshooting and work together with users to resolve technical/bug issues onsite.
- Effective requirements practices were established and implemented, including the continuous improvement of the requirement process, to guarantee business continuity.

Projects Initiatives and Achievements :

- **Salesforce Sales Cloud Implementation (2020):**
 - Successfully Go-live on December 2020.
 - L1 & L2 Support upon Post Go-Live.
 - Acting as a secondary Salesforce System Administrator upon Go-Live.
- **New Tracking, Reporting & Dashboarding System (2020):**
 - Successfully Go – Live on December 2020
 - L1 Support & System Administrator of in-house developed PRIME Apps.
 - Experience in using Microsoft Power Platform (Power Apps) and Power Bi
- **Salesforce Service Cloud CRM Implementation (2019):**
 - Successfully Go-Live on August 2019.
 - L1 & L2 Support of Salesforce application.
 - Lead Trainer for end-user.
 - Additional Scope: support on the SOP creation, Agent's KPI creation. Performing extra analysis on the Salesforce data and Salesforce customer satisfaction survey.
- **BPI Inspection Effectiveness Projects (2018 - 2020):**
 - Successfully established a visual system and tracking tools for daily inspection activity (Phase 1 (2018), Phase 2(2019) and Phase 3 (2020).
 - Productivity of Daily Inspection activity improved by 17% and Waste Reduction Activity by 23%.
 - Lead Auditor for assessment of productivity and waste reduction activity.
 - Point of Contact for the improvement ideas and initiatives.

Company : HP Manufacturing Malaysia Sdn Bhd, Penang

Position : Process Engineer II, Engineering Team

Duration : August 2015 – April 2018 (2 years and 9 months)

Projects Initiatives and Achievements :

- Zone 1A Lead Engineer for Marley SKU.
- Managed to setup completely Marley SKU production line in Penang on the approved date (Nov 17) with no major downtime.
- Successfully to release Manufacturing Line (MR) on Dec 2017 with 95% Process Yield, minimal downtime and 100% decent quality of product.
- Managed to ship First 100K of Marley SKU to Printer Factory on January 2018
- Certified by Product team to support the functionality and system testing (Thermal Testing, Altitude Testing, Long Life Testing, and etc).

Education Background

2011 – 2015 **Bachelor of Engineering (Honours) (Manufacturing Engineering with Management)**
Universiti Sains Malaysia, Nibong Tebal, Penang
Current CGPA: 3.22/4.00
Graduation date: November 2015

Skills and Attributes

Professional Certification:

- Microsoft Certified: Azure Solution Architect (2023) - Credential ID:
- Microsoft Certified: Azure Fundamental (2023) – Credential ID: I592-5882
- Microsoft Certified: Azure Security Engineer Associate (2023) – Credential ID: I588-2046
- Microsoft Certified: Azure Administrator Associate (2022) – Credential ID: I528-3082
- Scrum Fundamental Certified (SFC) by ScrumStudy (2022) – Certificate ID 939401
- Graduate Technologist (2021) – Credential ID: GT21030111
- Bose Lean Six Sigma – Yellow Belt (2018)

Languages:

- English: Professional Proficient
- Bahasa Malaysia: Native Speaker

Computer Tools:

- Project Management: Trello and MS Project
- Data Modelling / Processing Mapping Tools: LucidChart & MS Visio
- Enterprise Software: Salesforce (Service Cloud & Sales Cloud), Azure
- Dashboard and Data Visualization: Microsoft Power Bi & Excel Pivot
- Basic Programming: C++ , R, Python

References

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