

# FAHRIZ BAKAR

Project Management Office  
Business Analysis  
PreSales

## DOMAIN

Banking  
Insurance & Takaful  
Investment  
Collection  
Credit Management

## PROFILE

**Date of Birth**  
22 Aug 1981

**Gender**  
Female

**Address**  
Country Heights, Kajang, Malaysia

**Total Working Experience**  
14 years

**IT Project Experience**  
7 years

**Credit & Banking**  
6 years

**Digital Marketing**  
1 year

**Availability**  
Immediate

**INTERESTS**  
Digital Marketing  
Graphic Design  
Project Management

**CONTACT**  
(012) 9770264 or  
(012) 9126766  
fahriz.bakar@yahoo.com

## EDUCATION

**MASTER OF BUSINESS  
ADMINISTRATION, MBA**  
UUM | 2008 – 2009

**BACHELOR OF MULTIMEDIA**  
UUM | 2001 – 2004

## CERTIFICATION

**CERTIFIED BUSINESS ANALYSIS  
PROFESSIONAL, CBAP**  
IIBA | 2018 (In-progress)

**ANDROID APP DEVELOPMENT (BEGINNERS)**  
Workshop, Aflah Reads, 2018

## AWARDS & RECOGNITION

*Outstanding Performance* by HSBC Bank in 2009 for the success in several projects inclusive of the creation of Online Procedure for the Credit Department and Charity Project for the orphans.

*Best Global Support Executive* by HSBC Bank in 2009 for the high performance in Management Support Unit measured by accuracy and volume.

## EXPERIENCE

### PROJECT MANAGEMENT OFFICE, BUSINESS ANALYST

TENTACLE TECHNOLOGIES | DEC 2015 - DEC 2017

*Insurance & Takaful* - I managed a team of 2 BAs, 5 Developers and 3 Testers for iOS Mobile App Enhancement, Direct Sales Portal Change Requests and new projects. I was exposed to Stakeholder Management, Project Management, Vendor Management and Scheduling while running several enhancement and deployment simultaneously.

*Unit Trust & Investment* - Coordinate the testing project for the Hong Leong Bank portal for investment products. Involved in Resource Management, scheduling, prepare Defect Management report and Daily Progress report.

*Pre-sales* - I am also involved in pre-sales; business proposal preparation and presentation for new initiatives.

### LEAD, BUSINESS ANALYST

INTEGRO TECHNOLOGIES | DEC 2014 - SEPT 2015

*Loan Origination* - I led a team of 3 BAs while working on the end-to-end Loan Origination System Implementation. I presented the Requirements, conducted "Train the Trainer" workshops and worked together with the stakeholders of OBCC Bank Malaysia.

### DEPUTY MANAGER, IT

PANTAI MANAGEMENT RESOURCES | OCT 2011 - DEC 2014

*Financial System* - I started as a BA and was promoted to Senior BA on the next year and further promoted to Deputy Manager, IT on my 2nd year. I led the team of 5 including 2 BAs, 1 SME and 3 Developers. Successfully implemented SunSystems to 10 Pantai Hospitals and its subsidiary companies throughout Malaysia within 3 years. I was also exposed with Process and Procedure Standardisation initiatives and Stakeholders Management.

### BUSINESS ANALYST

JURIS TECHNOLOGIES | SEPT 2010 - OCT 2011

*Credit Management System* - Involved in end-to-end implementation of Credit and Collection System to Telekom Malaysia using SDLC methodology from Requirements, User Acceptance Test (UAT), Trial Run, Post Live Support and Training.

### MANAGEMENT SUPPORT UNIT

#### CREDIT & RELATIONSHIP MANAGEMENT

HSBC DATA PROCESSING CENTRE | AUG 2006 - AUG 2010

*Management Reporting, Event Management* - I started as an Executive in a call centre for United Kingdom then promoted to Senior Executive in the Credit Management Division. I was then promoted to Management Support Unit to support Top Management Reporting and Event Management.

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## CONSUMER LOAN OFFICER

CIMB BANK | JUL 2004 - JUL 2006

Sales – I liaised with internal credit management as well as the developers, legal firms, valuers to complete a full cycle of Loan Approval and Disbursement Process. I also prepare new proposals for interest rates packages.

## SKILLS

### IT PROJECT MANAGEMENT

#### Leadership

- Assist the Project Manager and QA Team, coordinating between team members according to the business requirements towards a successful completion.
- Prepare project schedule and ensure that the project runs within the time frame.
- Experienced in leading Defect and Enhancement Project from planning, requirement elicitation, development, testing, deployment and closure.

#### Project Scheduling

- Prepare project schedule
- Ensure that the project runs within the time frame.
- Manage resources and assign jobs based on the requirements to meet the deadline
- Managed Project Milestones through the entirety of the SDLC process

#### Stakeholder Management

- Liaise with various stakeholders from various departments for requirement elicitation, budget and other formalities.
- Successfully facilitated numerous requirements workshops with a global team of stakeholders

#### Risk Management

- Capture all risks identified by the project team and stakeholders and further prepare impact assessment for every risk identified
- Prepare risk management plan and monitor the progress

#### Management Reports

- Responsible for submitting Status Reports to management summarizing completed Milestones
- Prepare P&L report, Project Progress Report, Stakeholders Update, Timeline Report for submission.

### BUSINESS ANALYSIS

#### Create Business Proposal

- Creating business proposals with cost and effort estimation and technology suggestions
- Strategizing project scoping document to clearly communicate the project roadmap and send it to the clients for their approval
- Conduct proposal presentations as part of pre-sales activities

#### Requirement Elicitation & Requirement Analysis

- Conduct requirement elicitation workshop with the stakeholders and be the first point of reference for business process.
- Prepare Impact Analysis for every requests
- Manage resources and assign jobs based on the requirements to meet the deadline
- Contribute ideas and viewpoints during requirement and problem-solving sessions.
- Creating screen mock-ups
- Coordination with the development team
- Verifying and validating the developed application to match the requirements - User Acceptance Testing

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## User Acceptance Test

Prepare the UAT test script and conduct the UAT sessions

## Release & Deployment Management

Ensure version control is applied in every release and updates.  
Schedule releases and manage resources according to plan.

## Documentation

Project Schedule in Ms Project	Functional Requirement Document
Business Requirement Document	Test Cases in Jira
Process Flow Diagram in Ms Visio	User Manual
Process & Procedure Document	

## Training

Authored requirements training classes and produced related educational material for user retention and future use

## PROCESS STANDARDISATION

- Organise meeting within departments to go through the process and procedures
- Assist each department in preparing the process flow diagram with the process and procedure documents.
- Ensure version control is applied in every documents and updates.

## TRAINING & CONSULTANCY

### Event Management

- Responsible in handling events held at the AflahReads event space from quotation to the preparation of equipment and supplies based on requests.

### Multimedia Training

- Graphic Design Coaching for individuals which covers Adobe Photoshop, Adobe Illustrator and Adobe InDesign

### Ms Excel for Beginners and Intermediate Training

- Conducted coaching sessions for organisations inclusive of building management reports, applying most common formulas and preparing accounting worksheets.

### English for Business and Communication Workshop

- Conducted workshop for college students to learn English independently and measure their own progress.
- Conducted workshop which is open to public which focuses on speaking, writing and reading better English in the corporate world.

## MULTIMEDIA SKILLS

- Adobe Photoshop
- Adobe Illustrator
- Adobe InDesign
- Adobe After Effects
- Macromedia Flash
- Macromedia Dreamweaver

## TEAMWORK & INTER-PERSONAL SKILLS

Teamwork & Interpersonal Skills

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- Work closely with developers, testers, business analysts and project leads.
- Conduct discussions and team meetings with stakeholders whenever required.
- Contribute ideas and viewpoints during requirement and problem-solving sessions.
- An articulate and assured public speaker; excellent listening and presentation skills developed through technical presentations and chairing of meetings.

## IT PROJECTS

**PROJECT: TESTING PROJECT FOR UNIT TRUSTS & INVESTMENT PRODUCTS**  
CLIENT: HONG LEONG BANK BERHAD

**PROJECT: DEFECTS MANAGEMENT & ENHANCEMENT FOR MOBILE APP**  
CLIENT: ETIQA INSURANCE & TAKAFUL

**PROJECT: DEFECTS MANAGEMENT & ENHANCEMENT FOR DIRECT SALES PORTAL**  
CLIENT: Etiqa Insurance & Takaful

**PROJECT: LOAN ORIGATION SYSTEM**  
CLIENT: OCBC Bank, Malaysia

**PROJECT: COLLECTION SYSTEM**  
CLIENT: RHB Bank System

**PROJECT: FINANCIAL SYSTEM IMPLEMENTATION TO 10 PANTAI HOSPITALS**  
CLIENT: Pantai Holdings Berhad

**PROJECT: COLLECTION & RECOVERY SYSTEM**  
CLIENT: Telekom Malaysia

## REFERENCES

References are available upon request