

# **JULIANA AHAMAD**

## **SUMMARY**

Professional with 11 years of experience in outsources banking industry and insurance. Possess excellent skills in Business Intelligence/Management Information, data analysis, and technical flow. Advance level in Ms Excel and Macro/VBA coding.

## **CONTACT**

Phone: 012-5670820

Email: [juliana.ahamad@yahoo.com](mailto:juliana.ahamad@yahoo.com)

## **EDUCATION**

2001 – 2004 University Putra Malaysia  
Bachelor's Degree (Sc) in Human Development

1999 – 2001 IKRAM College of Technology  
Diploma in Computer Science

## **SOFTWARE SKILLS/USED**

- Ms Excel & Macro/VBA Coding
- Citrix
- Treats
- Swift
- System Access Matrix
- Oracle Database
- TLM
- SharePoint
- Hyperion
- QlikView
- Cognos
- Lotus Notes
- Outlook

## **WORK EXPERIENCE**

**February 2019 – May 2019 (Contractual Basis)**

**Allianz Life Insurance Malaysia Berhad**

**Data Analyst Manager**

- Analyse and understand the team mission towards transformation and the adaptation growth among the teams across the APAC regions using high performance reports

- Proficiency with the programming language: Visual Basic for Applications (VBA)
- Making the reports automation using VBA which reduced working hours/time
- Create KPI Dashboard for Annually/Monthly/Weekly/Daily basis reports
- Doing and maintaining Macros/VBA coding for APAC regions
- Making the Pivot tables for data interpretation
- Work with team and other team members within the same project to identify business areas of improvement and risks which will then be included into data collation

**October 2010 – May 2018**

**HSBC Electronic Data Processing (M) Sdn Bhd**

**Assistant Manager Operations**

- Analyse and produce MI Reporting for Management Teams in London, Paris, New York, and Hong Kong
- Responsible of preparing high performance dashboard/reporting for Operations i.e. Equities, Fixed Income, Derivatives, Asset Services, Reconciliations
- Lead meeting with stakeholders/partners mainly from London & Paris to gather information towards solutions
- Provide support for any ad hoc projects to the Head of Operations and Operations teams for any work involving collation, analysis, forecasting, and budgeting related to Operational data
- Experience in QlikView as one of BI platform to perform data analyzation to create visualisations, reports, and dashboards
- Communicate with different level of audience to understand business requirements from end to end
- Strong experience with dashboard, report design, development, and maintenance
- Ensuring documentation of policies, procedures, work processes, and projects, and ensuring compliance with set of procedures given by the Management
- Doing VBA automations including Pivot tables
- Develop systems, tools, and Macros around current and planned process
- Automate and eliminate reports for Yellow Belt project
- Create team capacity for new migrations
- Provide coaching on Lean Six Sigma Yellow Belt
- Manage process migrations for London, Paris, New York, and Hong Kong

**April 2007 – October 2010**

**HSBC Electronic Data Processing (M) Sdn Bhd**

**Global Support Executive**

- Prepare and analyse pre/post credit application for personal and business customers in UK
- Ensure at all-time adherence to credit and business operational processes and complaint to regulatory and control requirement

## **PROJECT/PROCESS IMPROVEMENT**

- Identify all high-risk MI reports for review
- Automate and eliminate MI reports for Yellow Belt Projects (Sustainable savings)
- Create team capacity for oncoming new migrations

- Assist other teams to fix broken Macros
- Implement QC Matrix for KL and London teams
- Review pre-BAU process for new migrations
- Leader of Malta Audit Team (internal)

## **CERTIFICATES**

- Lean Six Sigma Yellow Belts (2010 to 2018)
- Best GSE for Q1 2012 & 2013
- Winner of Pin-up Award 2012 & 2013
- Best GSE for Quarterly Reward & Recognition 2010
- REAP Award 2008 & Most Improved GSE 2007

## **OTHERS**

Availability: Immediate

Expected Salary: RM7,500 per month (Negotiable)

## **REFERENCE**

Ritu Thakur  
Head of Operational Transformation  
Allianz Life Insurance Malaysia Berhad  
019-314 7928

Sagar Kinhekar  
Lead of Operational Transformation  
Allianz Life Insurance Malaysia Berhad  
019-231 6847