

LIA ASMARA  
ZULKIPLY



CONTACT INFORMATION

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SKILLS

- Contract Managemet
- Negotiation and Conflict Resolution
- Strategic Thinking
- Data Analysis
- Organizational Skills
- Project Management
- Sales and Marketing

LANGUAGES

- Malay | Native
- English | Intermediate

OBJECTIVE

Dedicated Partnersgip Manager with a 20-year track record in contract management, sourcing, and partnerships. Proven expertise in vendor relations, contract negotiation, and business performance optimization. Committed to contributing to organizational success and growth .

EXPERIENCE

MANAGER SOURCING & PARTNERSHIP MANAGEMENT

TM. Kuala Lumpur | Jan 2018 - Present

- Sourced 3rd party vendors, fostering strong relationships, and enhancing T&C negotiations.
- Collaborated with stakeholders to ensure agreement compliance and streamlined processes.
- Mitigated risks through analysis and cost-effective strategies.
- Managed Key Account, States & Commercial Sales Team relationships

MANAGER CUSTOMER CONTRACT MANAGEMENT -

TM. Kuala Lumpur | Aug 2015 - Jan 2018

- Oversaw customer agreements and deliverables, ensuring comprehensive terms.
- Led cross-functional teams in developing standard agreements and processes.
- Drove financial and operational objectives with LOBs and maintained agreement quality.
- Collaborated with Legal Advisory to establish Service Specific Terms templates

MANAGER SERVICE REVENUE ASSURANCE

TM. Kuala Lumpur | Nov 2013 - Aug 2015

- Orchestrated end-to-end order-to-payment process for diverse Sales Teams.
- Ensured zero escalations and streamlined order management across Telekom Malaysia.
- Enhanced and implemented new Order to Payment processes.

MANAGER PERFORMANCE MANAGEMENT & BUSINESS SUPPORTS

TM. Kuala Lumpur | Feb 2011 - Nov 2015

- Managed Product Team P&L, tracking strategic initiatives and KPIs.
- Led VAS Business Plan development and coordinated cross-functional efforts.
- Spearheaded VAS Balance Scorecard creation and performance measurement.
- Streamlined processes, collaborated with consultants, and managed audits.

SENIOR ACCOUNT MANAGER, MANAGED NETWORK SERVICE INTERNATIONAL

VADS Berhad. Kuala Lumpur | Oct 2005 - Feb 2011

- Led account management, negotiation, and financial reporting for global partners.
- Coordinated network operation planning, enhancing customer relationships.
- Conducted primary and secondary market research and managed partner communications.

ANALYST ACCOUNT MANAGER, WHOLESALE & INTERNATIONAL

Time Dot Com. Kuala Lumpur | May 2005 - Oct 2005

- Provided financial analysis and reporting support for Wholesale Team.
- Analyzed traffic trends and prepared revenue and cost reports

JUNIOR EXEC TRAINING ADMINISTRATOR - DHL

DHL APIS. Cyberjaya | Jun 2003 - Apr 2005

- Managed administrative duties and staff for DHL Global training

ANALYST PROGRAMMER, CUSTOMER INFORMATION & BILLING DIV

TM. Kelana Jaya | Jun 2003 - Apr 2005

- Supported customer complaint system and managed day-to-day operations

EDUCATION

• CERTIFIED INTERNATIONAL COMMERCIAL CONTRACTS MANAGER (CICCM)

International Purchasing Supply Chain Management Institute (IPSCMI).  
IDelaware, United States (2017-2022) | Jan 2017 - 2022

BACHELOR OF INFORMATION TECHNOLOGY (COMPUTER SCIENCE) (HONS)

UKM. Bangi | May 2000 - Sep 2003

DIPLOMA IN INFORMATION TECHNOLOGY (SOFTWARE TECHNOLOGY)

Cosmopoint Institute of Technology . Kuala Lumpur | Jan 1998 - May 2000

SPM

Convent Sentul. Kuala Lumpur | 1993 - 1997