HASLIZA BINTI MAHMOOD

Senior Business / System Analyst

Bachelor's Degree in Computer Science (Software Engineering)

Graduated from University of Technology Malaysia (UTM) with a Bachelor's Degree in Computer Science (Software Engineering). With ±20 years of experience in IT industries with knowledge in various projects. My strength is in System Development Life Cycle (development, requirement gathering, system analysis and design, testing and managing projects). I am a leader for a group of developers and testers. I am a good team player, self-motivated and result-oriented person.

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🏠 Ampang, Selangor Darul Ehsan

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SKILLS

- ✦ Requirement Gathering
- ✦ SDLC Documentations (BRS, SRS, URS, SDS, Test Documents, Reports)
- ✦ Visual Paradigm
- ✦ Figma Wireframing Tools
- ✦ MS Teams
- ✦ RFP Tender Documents
- ✦ Project Management and Coordination
- ✦ Process and Governance
- ✦ SQL Queries
- ✦ PHP Programming
- ✦ Issue Tracking System
- ✦ Microsoft Office (Word, Excel, Access, Power Point, Project and Visio)
- ✦ JIRA for Scrum

WORK EXPERIENCE

Senior System Analyst, NIISe Project
IRIS Corporation Berhad (IRIS)
(August 2021 – Present)
Reason for leaving: End of System Analyst service soon.

1. A team lead for System Analyst Team.
   - Lead System Analyst team mostly in finalising the documentation templates.
   - Take charge on leading the team in meetings and discussions.
2. A system analyst for Enforcement module.
   - Plan, gather requirements, manage, test and monitor development for Enforcement module.
   - Perform internal discussion on NIISe Application documentations.
   - Write User Requirement Specification (URS), System Requirement Specification (SRS) and System Design Document (SDD) for Enforcement module, including draw SDLC diagrams.
   - Manage and coordinate documentations and its contents for Enforcement module.
   - Liaise with reviewer and QA on documents remedy.
3. As a person in charge in Project Management Information System (PMIS) for Requirement Traceability Matrix for all modules, including contractors.
4. As a subject matter experts (SME) in documentations reference.
5. Design wireframe for Enforcement module.

System Analyst
HTC Global (Client: AIA Insurance Berhad)
(May 2021 – August 2021) [3 months]
Reason for leaving: Late salary payment.

1. A system analyst for Agent module.
2. Liaise with developers and users on the requirements and an issue occurs.
3. Plan and follow up progress for developments.
4. Update progress for the module in the meetings.

CERTIFICATES AND WORKSHOP

- ✥ Scrum Master Developer (2019) – Training only.
- ✥ Fundamentals of Project Management Workshop (2019)
- ✥ SIRIM STS (2018):
  - o Awareness ISO 9001:2015
  - o Understanding and Implementing Risk Opportunities ISO 9001:2015
  - o Internal Audit in ISO 9001:2015
- ✥ Train the Trainer (TTT) (2017)
- ✥ Pro-Writing: Structured Information Technology (2011)

LANGUAGES

English
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Malay
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REFERENCE

1. Mrs Norainon binti Kamaludin.
   Application Lead,
   IRIS Corporation Berhad.
   Mobile: 019-2283592.

2. Mrs Roslina binti Hj Alias.
   Senior System Analyst,
   Mesiniaga Berhad.
   Mobile: 012-6060177.

AVAILABILITY

Notice Period:
After 1 month notice (3 months notice once confirmed).

System Analyst Lead
Pembangunan Sumber Manusia Berhad (PSMB)
(October 2016 – May 2021) [5 years 8 months]
Reason for leaving: Seeking for new environment and no salary increments.

1. A team lead for Business Support Sub-Unit (covers System Analysis, Quality Assurance and Business Support).
   - A system analyst that plans, gather requirements, manage, test and monitor development for PSMB Core System, HR System, Finance System, in-house application and external applications.
   - Liaise with external vendors on various projects.
   - Prepare and provide SQL query for developer to perform data patching on Core and in-house application.
   - Liaise with stakeholders on any issue related to Core System.
   - To review and verify all documentations prepared by the team.
2. In charge in Application Unit Governance.
   - To ensure all documentations are in place.
   - To ensure and monitor all processes for Application Unit are performed as in the policy and SOP.
   - To design and propose forms template for Application Unit.
   - To attend any audit matters whenever required.
   - To update Risk Management Team on Risk Register every 3-6 months.
   - To monitor System Analyst Team on updating the change request list and all forms are signed by the respective users and in place.
3. As a Project Manager for Document Management System (DMS).
   - Liaise with vendor on DMS.
   - To ensure all requirements has been captured and delivered as per timeline.
   - As a System Analyst and Administrator for DMS.
   - To update Management on progress of DMS.
   - To extract utilisation report of DMS and provide to the Management.
   - To liaise with Procurement and Finance, to ensure all payments to vendor are in track.
   - To manage and monitor DMS Task Force Team.
4. In charge on RFP Tender for Application system.
   - To perform discussion or meeting on the IT-related RFP.
   - To perform and gather requirements from business users to be included into the RFP.
   - To prepare RFP documentations.
   - To liaise with Procurement and Media team to publish the RFP.
   - As a committee and secretariat for Technical Evaluation for IT-related RFP.
5. As a committee member for HRDF Annual Dinner and Family Day.
6. In charge in coordinating IT events such as HRDCorp rebranding, DRC activities, email and cloud migration etc.

Senior System Analyst, HRDF Project
Mesiniaga Berhad (MSB)
(Re-joined on April 2016 – September 2016) [6 months]
(July 2014 – December 2015) [1 year, 6 months]
Reason for leaving: Seeking for new environment and experience.

1. As a System Analyst for Employer and Enforcement Module for HRDF Project.
2. To support modules in HRDF Core System, and make sure the modules run smoothly without any issue.
3. To perform requirement gathering and prepare documentations for developers.
4. Liaise with HRDF users and PMO on all activities related to application development.
5. To monitor developer's task and make sure all requirements are captured in the application.
6. To monitor and keep track all bugs reported as tickets in Bugs System.
7. To prepare and provide SQL query to developers for coding, reports and data patch.
8. To review test case that has been prepared by the QA team.
9. Perform testing for HRDF System.
10. To prepare ad-hoc reports for module Employer and Enforcement.

Senior System Analyst, JPN Project
Transformation and Innovation, HeiTech Padu Berhad (HTP)
(January 2016 – March 2016)
Reason for leaving: Bought out by MSB to handle HRDF Core System.

1. Involve in eJPN Transformation Project at Jabatan Pendaftaran Negara – to transform current client-based system to web-based system.
2. Assisst Team Lead in coordinating transformation activities which involve SAs, DBA and developers.
3. Keep track all meetings/discussions, and prepare Minute Meetings.
4. Prepare screen design and program specifications for Reference Code modules.
5. Perform system testing for module Kelahiran (Birth Registration), both Phase 1 and Phase 2.
6. Coordinate testing activities – plan for SIT, UAT and FAT (liaise with JPN IT Department to make sure all documentations, room, hardware/system readiness and meal are ready).

System Analyst, Data Migration, eTanah Negeri Sembilan Project
Theta-Edge Berhad (Theta)
(July 2013 – January 2014 [6 months]
Reason for leaving: Seeking for new experience in a bigger company.

1. A leader for Data Migration team.
2. Manage data migration activities such as:
   - Plan data extraction activities and timelines.
   - Data analysing.
   - Manage data extraction environment.
   - Extraction coding.
   - Data verification and testing.
3. Liaise with user for data verification and testing.
4. Maintain data verification log.

System Analyst
Odax Synergie Sdn Bhd (Odax)
(September 2012 – March 2013) [7 months]
Reason for leaving: End of contract.

1. Involved in ICT Strategic Planning (ISP) Project for Railway Assets Council (RAC) and Ministry of Federal Territories and Urban Wellbeing (KWPKB).
2. Analyze current system and system-to-be at customer's departments.
3. Assist Senior Consultant in finding points to be included in the ISP.
4. Assist Senior Consultant in writing the ISP.
5. Draw flowcharts and diagrams, based on customer's information.
6. Assist in outdoor meeting (for ISP discussion and information gathering).

MIS Senior Executive
MIS Department, Berjaya Roasters (M) Sdn Bhd (KRR)
(September 2011 – May 2012) [9 months]
Reason for leaving: To concentrate on Degree final year.

1. Assist IT Manager in daily task.
2. As a second level support for KRR restaurants.
3. To perform daily routine – download data from restaurants to HQ.
4. To perform POS Button activation (new menu, discount, encashment, promotion etc).
5. Liaise with third party (Pointsoft) on Point of Sales system and Inventory system.
6. In-charge on IT Department issue – such as PC, hardware, licensing, software update, equipment tracking, issue tracking etc.
7. Responsible/manage on filing for MIS Department.
8. Follow up any issue related to IT for restaurant and Support Centre.
9. Manage logs for IT equipment and system.
10. Manage purchase request for IT equipment for restaurants.
11. Do programming for KRR web application – currently doing programming for KRR Online Satisfaction Survey (Triple S) using PHP and MySQL (xampp).
12. Provide reports for R&D Departments.
13. To perform onsite support at restaurants.
14. Perform audit check for KRR Restaurants on behalf of QA Department.
15. Involve in Roasters Eating Day (RED) at one of KRR restaurant – yearly event.
16. As a committee for some KRR events – monthly and yearly events.

System Analyst cum Test Manager, Ministry of Higher Education (MOHE) Project
HeiTech Padu Berhad (HTP)
(November 2002 – August 2011) [8 years, 9 months]
Reason for leaving: Pursue Degree

System Analyst cum Test Manager (2 years, 2 months)
1. Plan for testing activities for the whole period of project.
2. Manage and monitor testing process and activities – to make sure testing activities are operated within the process and standard.
3. Review Test Script/Test Cases.
4. Manage and prepare Test Documents and Test Deliverables.
5. Perform Testing Session for MISSION Project.
6. Liase with MOHE IT Department on Test Activities.
7. Manage Load test and stress test activities.
8. Liase with third party on load and stress test activities.

Software Developer (6 years, 7 months)
1. Perform development for below projects:
   - Problem Management System (Helpdesk) – Internal Project, using iReport.
   - Permodalan Nasional Berhad Project (PNB) – using COBOL.
   - Tabung Haji Project (TH) – using A2E IBM Tools.
   - Royal Mint Exchange Project (RMEx) – using Visual Basic, C++ and Crystal Report.
2. Perform unit test and User Acceptance Test for assigned projects.
3. To prepare test documents.
4. To gather requirements from business users.
5. To liaise with customer's key person on assigned module.
6. To compile and fix all bugs and defects reported by the business users and System Analyst.
7. To support TH project in Arab Saudi during Hajj season.