

ZARINA MARKAM

Petaling Jaya, 47301, Selangor Darul Ehsan, Malaysia · +60162020014
piscres_rina@hotmail.com · [linkedin.com/in/zarina-markam-2a192641](https://www.linkedin.com/in/zarina-markam-2a192641)

Successful tax professional focused on leadership, performance, compliance, planning and organizational skills to balance work, team support and ad-hoc responsibilities in a timely and professional manner. Offering over 20 years of expertise in direct tax knowledge covering preparation and reviewing of tax returns, group reporting and other direct tax compliance related matters. Experienced in assisting with tax audit process.

EXPERIENCE

NOVEMBER 2022 – CURRENT

SENIOR MANAGER, TAX, PRICEWATERHOUSECOOPERS TAXATION SERVICES SDN BHD

- Managing a total of 87 client portfolio mainly in the Oil and Gas industry.
- Scope includes reviewing of the tax compliance, preparing proposal for tax advisory, reviewing advisory memorandum.
- Working along with various preparers for both the compliance and advisory tasks.
- Managing systems tools for updating clients information and billings.

SEPTEMBER 2017 – NOVEMBER 2022

HEAD OF TAX, FILING AND REPORTING MY, SHELL BUSINESS SERVICE CENTRE SDN BHD

- Led an in-house Manage Direct Tax team of 8 direct reports.
- Successfully maintain top quartile leader for three consecutive years (2019, 2020 and 2021) based on the annual Shell People Survey results.
- Good stakeholder engagement with internal and external stakeholders
- Support tax audit by engaging with the relevant focal/team to collate data, supporting documents and information requested to respond to the Inland Revenue Board.
- Lead a continuous improvement project related to the acceleration of the tax refund amounting to MYR119 million from the Inland Revenue Board for year of assessment 2017. Replicated this continuous improvement project to apply for the year of assessment 2018 tax refund amounting to MYR155 million from the Inland Revenue Board. Successfully received the refund within 4 to 6 months from the application.
- Lead the global standardization reporting process to ensure that all the countries in the region are implementing the minimum viable process. Worked with 3 other team members from the Chennai center.
- Support tax audit queries through engagement with the relevant stakeholders to collate data, supporting documents and information to respond to the tax audit queries.
- Good rapport with the Inland Revenue Board officers in handling tax audits related matters as well as any direct tax issues.

OCTOBER 2014 – AUGUST 2017

TAX SUPERVISOR, JOHNSON CONTROLS (M) SDN BHD

- Managed the end-to-end process of direct tax compliance, reporting and withholding tax for the Malaysia entities.
- Built a good collaboration with the business units in addressing any direct tax related issues/matters.
- Good relationship with the Inland Revenue Board officers in managing the tax audit issues, as well as in refund applications.
- Good connect with external tax agents in managing the tax compliance scope.
- Supported global tax planning team with country related tax issues/matters.
- Performed own tax research on tax issues/matters and kept abreast of the tax rulings changes

APRIL 2008 – SEPTEMBER 2014

ADVISORY TAX ANALYST, IBM MALAYSIA SDN BHD

Last role:

- Good collaboration with all business functions/countries in managing the merger and acquisition ("M&A") activities/projects for the APAC and Japan region
- Good relationship with Project Manager and Country Tax focal to seek support/clarification when needed, to ensure the M&A projects are on track.
- Reviewer for Malaysia withholding tax scope.
- Successfully supported the migration of fixed assets tax return scope for Japan from in-country into the KL Tax Centre of Excellent.

Previous role:

- Successfully migrated the tax compliance and reporting scope for Singapore, Hong Kong and Macau from in-country into the KL Tax Centre of Excellent.
- Successfully ensuring the backlog of the Singapore tax compliance work are completed and returns submission are up to date within 1 – 1 ½ years into the role.
- Good collaboration with the accounting team to ensure the backlog of Singapore Audited Financial Statements for the Singapore entities are up to date.
- Successfully closed the tax audits for both Singapore and Hong Kong within the timeframe.
- Managed the end-to-end process of the tax compliance and reporting for Singapore, Hong Kong and Macau.
- Co-ordinate the documentations for quarterly SOX control testing.
- Performed the role of SOX Tax tester for other countries on quarterly basis.
- Good collaboration with external tax agent on tax advisory matters for Hong Kong and Macau.

JANUARY 2008 – MARCH 2008

ASSISTANT MANAGER, PECD BHD

- Managed the accounting for the Property Division.
- Prepared the annual tax computations for some of the subsidiaries within the Group.
- Monitored and ensure the tax payments are paid on time.

OCTOBER 2004 – JANUARY 2008

ACCOUNTS EXECUTIVE, UMW TOYOTA MOTORS SDN BHD

Last role:

- Processed CAPEX request raised by HQ and branches through Lotus Notes Database and updating in SAP.
- Processed Fixed Assets Disposal/Transfer request and update in SAP.
- Prepared and compiled the tax schedules for the preparation of tax computations for annual return.
- Liaised with external tax agent on the submission of the tax return.
- Prepared the initial, sixth and ninth month estimates of tax payable.
- Attended to queries raised by the Inland Revenue Board.

Previous role:

- Managed the HQ General Ledger through preparation of monthly accounting activities such as raised monthly journals, prepared monthly account reconciliations, bank reconciliations and performed monthly, quarterly and yearly accounting closed.
- Prepared monthly reports such as debtors and creditors analysis.
- Reviewed monthly, yearly Profit and Loss Accounts for all HQ divisions.
- Prepared annual audit schedules for the purpose of annual Statutory Financial Statements and annual tax schedules for the purpose of annual tax return.
- Prepared the quarterly statistics analysis for submission to the Department of Statistics.
- Maintained the Chart of Accounts in SAP.

MAY 2003 – SEPTEMBER 2004

HR EXECUTIVE, DIGI TELECOMMUNICATIONS SDN BHD

- Managed staff matters such as preparation of the confirmation of employment letters, acceptance of resignation letters, updating HR systems on new recruits and resignations.
- Prepared monthly headcount for Finance reporting purpose.
- Involved in other HR ad-hoc related matters such as organized events for employees

AUGUST 1999 – APRIL 2003

SENIOR ASSOCIATE CONSULTANT, PRICEWATERHOUSECOOPERS TAXATION SERVICES SDN BHD

- Managed the preparation of clients' tax computations and submission of the clients' tax returns and tax estimates.
- Managed the Inland Revenue Board's queries by engaging with clients to collate the information/documents needed and responded to the queries on behalf of the clients.
- Attended to clients request in relation to their tax matters.
- Updated clients on changes in tax law/rulings that impacted their business.
- Liaised with the Inland Revenue Board with regards to clients' tax matter such as application for tax refund, followed up on the finalization of the assessments, followed up on tax audit matters.

JANUARY 1998 – JULY 1999

STUDENT, UNIVERSITI TEKNOLOGI MARA

- Further study – completed Bachelor In Accountancy program.

JANUARY 1995 – NOVEMBER 1997

STUDENT, INSTITUT TEKNOLOGI MARA

- Further study – completed Diploma in Accountancy program.

JULY 1993 – NOVEMBER 1994

TIMESCALE CLERK, HSBC BANK MALAYSIA BERHAD

- Managed clerical tasks such as monitoring the bad and doubtful debts accounts, followed up with customers on outstanding loans, prepared administrative documents for legal proceedings.
- Prepared monthly, half-yearly and yearly reporting and Bank Negara returns.
- Engaged with customers for settlement of bad debts.

EDUCATION

JANUARY 2021 – SEPTEMBER 2022

MASTER IN MANAGEMENT, TAYLOR'S UNIVERSITY

NOVEMBER 1999

BACHELOR IN ACCOUNTANCY WITH HONORS, UNIVERSITI TEKNOLOGI MARA

MAY 1998

DIPLOMA IN ACCOUNTANCY, INSTITUT TEKNOLOGI MARA

SKILLS

- Leadership, team management, stakeholder engagements
- Direct tax competencies
- Tax Reporting process
- Good time management
- Microsoft Office

ACTIVITIES

Fluent in English, Bahasa Malaysia and Mandarin; A member of Malaysian Institute of Accountants; Was an accredited Shell Assessor; Received Shell certification of recognition assessorcommunity