



# HALIJAH ZULKIFLI

SYSTEM ANALYST

## PROFILE

7 years experienced in Order to Cash (OTC) team that responsible to support Business users especially Distributor Management System and Sales Force automation (SFA) Participate involved to support from various department Supply Chain – Order Entry, Planning/Transport – Delivery and Finance - Settlement

## CONTACT

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## SKILL

SAP – ERP  
SAP – CRM  
Document Control  
Microsoft Azure  
Microsoft SQL Server  
Crystal Report  
SharePoint  
Intune  
Air Watch  
Incident Management  
Change Management  
Request Management

## EDUCATION

### UNIVERSITI TUN HUSSEIN ONN MALAYSIA

2008 - 2011  
Information Technology Program (Bachelor's Degree),  
Major in Networking

### High School Diploma

2004 - 2006  
Information Technology Program (Diploma)

## WORK EXPERIENCE

### COCA-COLA BOTTLERS (M) SDN BHD (SYSTEM ANALYST)

Apr 2014 – Present

- Participate business application system that support the operation
- Manage support and services to users of business system
- Assist in routine IT supports related to the apps, troubleshoot system and provide solution to user whenever issues are reported
- Assist in mobile apps SFA development, testing and deployment
- Assist in data integration mapping between front-end mobile apps and back-end system
- Assist in integration testing, User Acceptance Testing (UAT) and implementation activities
- Conduct training as required on supported systems and application

### KESP SDN BHD (Technical Trainer and Internal Auditor)

Apr 2012 – Apr 2014

- Provide new and on-going employee training, developing training material, and documenting and recording completed training.
- Assess employee skills and provide feedback to management
- Involved with SIRIM ISO 14001 2004 audit, hold responsible in updating all the document and data, and perform internal audit