

CURRICULUM VITAE (CV)

SYAZWANI BINTI ABDULLAH @ SHAMSUDIN

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CAREER SUMMARY

- A certified Anti Bribery Management System Internal Auditor (ABMS) MS ISO 37001 and Domestic Inquiry Panelist which has been well exposed and trained in term of Risk Management, Integrity & Audit Management, Governance & Compliance Management with a comprehensive professional experience in Telecommunication Industry for more than 13 years majorly in Procurement Management, Product Management, People & Performance Management, Business Process Optimization and Sales Operations Management for Broadband Product (under Segment of Consumer, Small Medium Enterprise and Government Sector)

PROFESSIONAL EXPERIENCE

1. Head, Performance & Budgetary Management | TIME dotCom; April 2022- Present

- Lead in monitoring overall performance and budgetary management activities throughout the B2B products lifecycle
- Lead in performing data identification, to analyse, and interpret data trends or patterns relating to key product performance.
- Managing Business Broadband Product performance reporting, KPI tracking, revenue tracking etc in timely manner.
- Managing Business Product budget utilization status and ensure readiness of management reporting
- Analyze market trend and monitor competitors' activities to provide valuable ideas of innovation.
- Prepare details planning on development training for Business Products
- Ensure timely readiness of budgetary forecast and business devices inventory planning.
- Managing risk portfolios under Performance and Budgetary Management by identifying risk, assessing potential threats on business and come up with preventive measures.

Key Achievement and Project Involvement:

- a) Successfully come up with standard reporting templates to track the Business Product Project Performance
- b) Successfully managing budget by putting control on any utilization request by strengthening the approval process.

2. Manager Process Optimization & Risk Management | TM Berhad; Feb 2020-March 2022

- Managing continuous improvement initiative of end to end business process improvement by ensuring all process are connected accordingly across all stakeholders which can improve revenues, profit and reducing financial risks
- Analyze product development process and recommends related revisions to existing policies, procedures and advise governance controller on proposed changes.
- Managing business risk by analysing and developing appropriate risk profiles register for tracking and plan for mitigation or improvement.
- Regularly communicating with leaders of enterprise and government segment business on the potential business risk that will impact product GTM Strategy.
- Prepared communication on integrity, risk management and sales process improvement on timely manner to respective Sales organization.
- Lead in performing risks assessment and drive actions to address the root causes that is impacting operational efficiency or lead to losses.
- Execute effective compliance program to identify potential problems, deter misconduct and to improve awareness on products governance
- Serves as a subject matter expert for Issues Management (Risk registration, KRI/Corrective Action Plans)

Key Achievement and Project Involvement:

- c) Permanent committee member for Enterprise and Government Segment Product Launching/exit Check Point and Process Approval.
- d) Successfully enhance business process and introducing more practical SLA.
- e) Successfully enhanced Entertainment Claim policy by putting control elements to mitigate corruptions risk.

3. Manager Procurement Compliance & Risk Management | TM Berhad; Dec 2017- Jan 2020

- Managing overall procurement fraud risk assessment and integrity management including planning, investigating and establishing budget resource in conducting investigation.
- Managing a team in assessing non-compliance cases and perform clarification with respective stakeholders
- Managing reviewing exercise of all internal processes to ensure it is stay relevant to mitigate any risk of non-compliances.
- Lead to prepare details checklist of compliance check planning to ensure the objectives are achieved, evidence is protected and provide regular tracking.
- Lead in performing checking on compliance to policies, procedures and adherence to regulations and legislation.
- Prepare and present compliance check findings updates in regular Management/ Board meetings.
- Lead Procurement Awareness program to ensure stakeholders/users keep updated on the procurement governance etc.

Key Achievement and Project Involvement:

- a) Resolved audit issues of Aging Purchased Order in SAP System by automating the deletion process.
- b) Resolved procurement fraud cases involving internal system manipulations.

4. Assistant Manager Audit Intelligence | TM Berhad; Aug 2015- Dec 2017

- Lead to perform audit on corruption and fraud cases
- Lead to perform risk assessment on each of corruption cases and prepare investigation planning.
- Support integrity management activities including planning, investigating and establishing budget resource in conducting investigation.
- Managing and supervising investigation team to ensure the objectives are achieved, evidence is protected and provide regular tracking.
- Prepare and present audit updates, audit reports, annual audit plan to the Audit Committee in regular meetings.
- Provide training specifically on integrity management to key stakeholders i.e Sales team, Procurement etc.
- Actively participate in checking on compliance to policies, procedures and adherence to regulations and legislation.
- Assists in the determination and implementation of corrective action for integrity violations in coordination with others who have authority to make employment or disciplinary decisions.

Key Achievement and Project Involvement:

- a) Permanent committee member for Domestic Inquiry Process
- b) Resolved high profiles audit case and resulting to cost saving amounting RM1.5 million from overall project cost.

5. Assistant Manager, Performance Analyst and Channel Operation | TM Berhad; Aug 2010- July 2015

- Support reseller team on tactical sales activities by providing details analysis of potential customer and market.
- Assisting in gaining a deep understanding of users and customers, prepare data for reseller team to identify gaps and generate new ideas that improve user experience and drive sales growth.
- Analyze product metrics and trends to assess product health and improvement opportunities.
- Collaborate cross-functionally with design, engineering, marketing, and sales teams to identify and deliver new product solutions and enhance existing portfolio
- Prepared and presented training material for the internal team or end customers, roadmap planning, and monthly business reports
- Maintained strong relationships with vendor partners and became the point person for all communication.

Key Achievement and Project Involvement:

- a) Project leader and proactively track order under category processing to expedite the installation and increase activation rate by 90% from total sales.
- b) Improved 95% portal user experienced by introducing new functions which can reduce time taken to create Unifi order portal.

HIGHEST EDUCATION

- 2011-2014 Master of Business Administration, UITM Shah Alam
- 2007-2010 Bachelor of Business Administration (Hons), UITM Shah Alam

PROFESSIONAL CERTIFICATION

- Certified Scrum Master (CSM); Issued by Scrum Alliance.
- Certified Anti Bribery Management System (37001) Auditor for TM Berhad ; Issued by SIRIM
- Executive Certificate in Malaysian Law and Communities; Issued by Universiti Kebangsaan Malaysia

REFERENCE

- ❖ Contact details provided upon request.