



IRNI (ERIN) JULIANA ABDUL HALIM

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EXPERIENCE

SEPT 2016 – PRESENT | Stay-at-home-Mum

- Crossover from corporate to domestic.
- Participated in preschool Graduation Fundraiser event.
- Volunteered at daughter's pre-school Sports Day and Annual Concert (Aladdin).

2007 – SEPT 2016 | NEC Corporation, Sales & Marketing Manager (Carrier Solution Division)

- Key accounts include Telekom Malaysia, Axiata Group, Celcom and Maxis.
- Liaison between NEC Corporation HQ (Japan), project teams, strategic technology partners, sub-contractors, and customers.
- Source for new requirements, obtain crucial information from Technical and Commercial evaluation committees, follow up closely with Procurement Departments upon tender submissions, and establish and maintain close business relationships with customers.
- Work closely with Technical Teams and Project Teams on tender submissions, tender awards, and direct award projects.
- Organise events, training, POCs, workshops, roadshows and technology updates to promote NEC's products and solutions.
- Coordinate meeting appointments and booth visits for NEC HQ (Japan) and key customers at global events i.e., World Mobile Congress, ITU-T, iEXPO, etc.
- Ensure customer's needs are fulfilled when they require information on new technologies and product offerings by NEC and feedback NEC Corporation HQ (Japan) with current information, market trends, customer requests, etc.
- Disseminate marketing brochures, event invitations, press release statements, etc.
- Plan, organise and host company events.

2006 – 2007 | Pro Seni IT (PSIT), Business Development & Key Account Manager

- Account Manager for the Public Sector, Government Link Companies (GLCs), Corporate Sector and Non-Profit Organisations (NPOs).
- GLC customers include Tenaga Nasional (TNB), Telekom Malaysia (TM), FELDA and FELCRA.
- NPO customers include Tabung Kebajikan ePendidikan Genius (epGenius) and Yayasan Guru Malaysia Berhad (YGMB).
- Prepare Commercial Proposals and assist with Technical Proposals for tenders and projects with the tender team.
- Public Sector customers include the Ministry of Education (MoE), Ministry of Health (MoH), Ministry of Tourism (MoT), Ministry of Agriculture (MoA) and other governmental ministries.
- Corporate customers include Sepang International Circuit (SIC) and System Televisyen Malaysia (TV3).
- Prepare weekly sales, proposed activities, potential customers, qualified leads, funnel and pipeline reports.
- Liaise with Technology Partners (DELL, HP, IBM) and serve as the key contact person between PSIT and its customers.

2005 – 2006 | NCR Corporation, Incident Manager & Support Coordinator

- Incident Manager for Australia and New Zealand markets.
- Primarily support NCR customers in Brisbane and Gold Coast areas in Queensland, Australia.
- Provide customer and engineer support, escalate calls to respective Territory Managers and ensure that SLA is met.
- Report directly to Territory Manager residing in Brisbane, Australia.
- Coordinate support movements of approximately 20 NCR support engineers.
- Customers include Airports (Qantas), Banks (ANZ Bank, WestPac and Commonwealth Bank) and Retail (BigW).

2004 – 2005 | Hewlett-Packard (HP), Customer Support Executive

- Designated to support Malaysia and Singapore markets.
- Ensure that calls are logged with adequate and concise information into the HelpDesk System for sales tracking and problem management.
- Escalate calls for resolution, update users accordingly and ensure that SLA is met.
- Support includes pre-sales, supply chain and post-sales.
- Provide sales support regarding functionality to end markets via HP's HelpDesk System.
- Provide quality HelpDesk customer service to end markets.

2002 – 2004 | British American Tobacco (BAT), IT HelpDesk Executive

- Designated to support the global market (24/7/365 IT support).
- Provide 1st and 2nd level helpdesk support for BAT business applications accepted by BAT as part of an add-on service.
- Provide end-market solutions to problems based on database/HelpDesk System or documented solutions.
- Provide technical and operational support to end-markets while adhering to contractual SLAs.
- Escalate and communicate with respective parties on the escalation process based on the Problem & Escalation Management.
- Adhere to and ensure escalation processes and matrix based on the PEM Document or Policies, Standards, Procedures and Guidelines (PSPG) are followed.
- Provide application support to end-markets using BAT's HelpDesk System.
- Ensure that calls are logged with adequate and concise information into the HelpDesk System for calling tracking and problem management.
- Escalate calls to the appropriate resolver groups for further resolution and update users accordingly.
- Probe for the correct information, reduce disagreements and resolution time.
- Provide HelpDesk services for new or existing Global Platform Applications as part of an added value of shared services.
- Provide quality HelpDesk customer service to end-markets.

EDUCATION

Griffith University, Gold Coast Campus, Queensland, AU

- Bachelor of Business

Higher Education Learning Program (HELP) Institute, Kuala Lumpur, MY

- Diploma in Business Studies

Sekolah Menengah (P) Sri Aman, Selangor, MY

- Sijil Penilaian Malaysia (SPM)
- Sijil Rendah Pelajaran (SRP)

Primary and Middle Schools

- Ryan Middle School, Bradford, UK
- Ivydale Primary School, London, UK

LANGUAGE PROFICIENCY

- English (Fluent)
- Bahasa Melayu (Fluent)

ACHIEVEMENTS AT NEC CORPORATION (NEC)

2016 Celcom-Axiata Berhad

- Supply, Delivery & Provisioning for DNS Modernisation (Engineering Services, Testing, Implementation with Support & Maintenance for 5000S DMR SDH Trunk Radio Upgrade to 5000iPS DMR IP Trunk Radio (East Malaysia).

2015 NEC Innovative Solutions Fair (NISF)

- Organised and hosted a Solutions Fair at Mandarin Oriental to share the latest technology with NEC's customers.

2015 Telekom Malaysia Berhad

- Key liaison between NEC Japan and Telekom Malaysia for the Sistem Kabel Rakyat 1 Malaysia (SKR1M) project.

2015 NEC Corporation

- Organised the "Meet the F1 Driver" corporate event with Nico Hülkenberg at the Gardens Hotel.

2014 Maxis Berhad

- Contract for the Supply, Delivery, Installation, Testing, Commissioning and maintenance of Equipment and Software and Provision of Services for IP Plesiochronous Digital Hierarchy (IPPDH).

2014 Celcom-Axiata Berhad

- Technology update event to Celcom-Axiata Berhad's network team.

2014 Axiata Berhad

- Global Framework Agreement (FWA) for the supply and engineering services of Microwave Transmission Systems to Celcom, Dialog, Robi, SMART & XL.

2010 Maxis Berhad

- Contract for the Delivery and Commissioning of Equipment/Software and Provision of Services for Packet Microwave Rollout.

2008 Maxis Berhad

- System Support and Maintenance Agreement.

2008 Maxis Berhad

- Agreement Relating to the Delivery and Commissioning of Equipment and Provision of Services for the Plesiochronous Digital Hierarchy (PDH) Microwave Equipment.

2007 Telekom Malaysia Berhad

- Product marketing to push and create awareness on NEC's Japanese technology to Telekom Malaysia for HSBB.

REFEREES

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SALES DIRECTOR

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