



Resume

MUHAMAD ASYRAF BIN NORDIN

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★Contact Info

✉ **Current Address** : No. 517, Jalan 18/6, Taman Sri Serdang, 43300, Sri Kembangan, Selangor Darul Ehsan
 📞 **Contact Number** : 017-5122576
 📧 **E-mail Address** : asyraf_tkd@yahoo.com & asyraf.nordin@gmail.com

★Personal Particulars

🔗 I/C Number	: 871008-14-5321	🔗 Nationality	: Malaysian
🔗 Age	: 35 years' old	🔗 Race	: Malay
🔗 Date of Birth	: October 8, 1987	🔗 Religion	: Islam
🔗 Place of Birth	: Kuala Lumpur	🔗 Marital Status	: Married
🔗 Gender	: Male	🔗 Health	: Excellent

★Education Background

📖 Year of Study	: August 2011 – October 2011
📖 Level	: Professional Certificate
📖 Achievement	: Certified Tester Foundation Level (CTFL)
📖 Field of Study	: Software Testing
📖 Name of Institution	: Malaysia Software Testing Board
📖 Year of Study	: June 2009 – May 2012
📖 Level	: Degree
📖 Achievement	: CGPA 2.75 / 4
📖 Field of Study	: Bachelor of Computer Science (System and Networking) Hons.
📖 Name of Institution	: Universiti Tenaga Nasional (UNITEN)
📖 Location	: Kampus Putrajaya, Malaysia.
📖 Year of Study	: June 2006 – December 2009
📖 Level	: Diploma
📖 Achievement	: CGPA 3.43 / 4
📖 Field of Study	: Diploma in Information Technology
📖 Name of Institution	: Universiti Industri Selangor.
📖 Location	: Bestari Jaya, Selangor, Malaysia.
📖 Year of Study	: Jan 2004 – Nov 2004
📖 Level	: Sijil Pelajaran Malaysia (SPM)
📖 Field of Study	: Technic & Vocational Course (Agricultural Science)
📖 Name of Institution	: Sekolah Menengah Kebangsaan Guar Chempedak
📖 Location	: Gurun, Kedah, Malaysia.

★Employment History

Company Name	:- Bank Kerjasama Rakyat Malaysia Berhad (Bank Rakyat)
Position Title	:- 1) Feedback & Quality Assurance, CADS 2) Business Analyst, VIBE
Position Level	:- Executive
Specialization	:- Product Development & Support
Industry	:- Banking & Finance
Date Joined	:- 05/09/2017
Date Left	:- -

**Introduction to Epayment Fulfilment Management (EPFM) Department**

The primary role of the Epayment Fulfilment Management (EPFM) department is to ensure the bank services delivered to customer is the best as per higher standard from Bank Negara Malaysia (BNM) without any tolerance for customer complaints.

Responsibilities:

- ✓ Manage and ensure all complaints & queries lodged by customers and other participant banks through Enterprise Case Management System (ECMS), Customer Management System (CMS) & RPP Participant Portal's Dispute Management Module being addressed accordingly.
- ✓ Engage and involve with other participant banks and business partners in resolving complaints, queries and investigations for the respective cases lodged.
- ✓ Prepare monthly incident report submission to PayNet and Monthly Turn Around Time (TAT) Summary report to Pengurusan Prestasi Perkhidmatan (SLMG) department.
- ✓ Revise the PayNet Authorized Signatories Form before submission to PayNet.
- ✓ Ensuring all the department in Cards and Channel Management Division updated their SOP (Standard Operation Procedure), Department Manual and GPO/GPP on every year.
- ✓ Evaluate compliance and audit findings at each department under Cards and Channel Management Division and implement appropriate corrective actions.
- ✓ Highlighted the various issue from channel such as for Retail and Corporate Internet Banking on QA hazard discussion.
- ✓ Monitor the Departmental Governance as per Bank Negara Malaysia (BNM) guidelines and PayNet Operation Procedure (OP).
- ✓ Provide all the necessary data to be included in the CCQA (Card and Channel Quality Assurance) meeting by monthly basis.
- ✓ Act as 'Mystery Shopper' to ensure the service quality for branches and agent banking comply with the established standards.

Introduction of Virtual Delivery Business Banking (VIBE) Department

The primary role of the Virtual Delivery Business Banking (VIBE) division is to provide channel which is corporate internet banking system (CIB) for corporate customer/clients to help them for account management, payable management, receivable management, and salary management.

Responsibilities:

- ✓ User requirement gathering.
- ✓ Prepare the user requirement document combined with technical requirements with IT team prior submitting to application vendor.
- ✓ Prepare the UAT test plan and test script for any project deliverables or new enhancements.
- ✓ Conduct User Acceptance Test UAT session and work closely with IT.
- ✓ Assist vendor to provide UAT test plan and test script for automation testing.
- ✓ System support. Any matter raised from stakeholder which Cash Management Operations team will be analyze and escalated to IT team for further investigation.
- ✓ Ensuring implementation of new clients is delivered within TAT (turnaround time) depending on the module requested.
- ✓ Provided comprehensive training either onsite (for full module) or on the phone training (for inquiry).
- ✓ Ensuring reference material such as user guides for corporate client is well maintained and updated.

- ✓ Provide and documented UAT result and Sign-off, Operation Procedure Guidelines, Risk Assessment and Final Audit Review to respective parties such as IT audit, Compliance, and Risk department especially for attestation to Bank Negara Malaysia (BNM).
- ✓ Assist and prepared any document related to IT auditor for IT auditing session by monthly and yearly.
- ✓ Prepare the BCP test script and review RCSA (Risk Identification & Assessment) procedure for Corporate Internet Banking to Risk department.
- ✓ Creating Back Office user id for Call Centre and Operation team according to user access matrix.

Company Name :- Bank Simpanan Nasional (BSN)
Position Title :- System Analyst
Position Level :- Executive
Specialization :- e-Banking, Bank's SMS/Internet Banking Application
Industry :- Banking & Finance
Date Joined :- 19/11/2012
Date Left :- 14/08/2017



Introduction of e-Banking

The primary role of the Electronic Banking Specialist is to provide online banking end-user support. The E- Banking section will also provide both user support and maintenance for Internet Banking application (Retail & Corporate), SMS Banking, EBB (Agent Branchless Bank) and Mobile Banking (Feature system).

Responsibilities:

BSN's SMS/ Internet Banking

- ✓ Make sure the delivery of system/application to user and customer run smoothly without any error complete with testing and verification part.
- ✓ Coordinate for System Integration Testing (SIT) and User Acceptant Test (UAT) to make sure all system fully tests before proceed to production environment.
- ✓ Coordinate Mock Run, Disaster Recovery (DR), Call center, War Room to test and verify the system after entering the production environment.
- ✓ Advice vendor item related with technical hardware, process flow and validation of data.
- ✓ Administer and manage all the activity and development done by vendors in every project to ensure it can deliver based on timelines given.
- ✓ Support production issue by analyzing log and find which module affected by looking at the Java Program with the vendors.
- ✓ Making enhancement and improvement to Bill payment module by inserting JavaScript program at Bank Admin portal.
- ✓ Working with Information Security, Network, and Server team for any activity related to system/application.
- ✓ Make a discussion for system requirement/functional specification with business & operation user.
- ✓ Assist to generate report by daily, weekly, and monthly for business & operation user.
- ✓ Coordinate weekly and status meeting to make sure all system delivers within time range/ schedule
- ✓ Maintain a low call abandonment ratio while delivering the highest quality support for the organization.
- ✓ Assist the call center as a second level to solve customers' report and issue.
- ✓ Participate in projects or perform other duties as assigned.
- ✓ Prepare the documentation and memo to finance department before proceed any payment to vendors.

Company Name :- IPERINTIS Sdn Bhd (known as Petronas Digital)
Position Title :- Internship
Position Level :- Practical Student
Specialization :- Client Operation & Support Service (COSS)
Industry :- Oil & Gas
Date Joined :- 02/01/2012
Date Left :- 02/04/2012



Responsibilities:

System support services.

- ✓ Have been assigned and placed at MISC Berhad (PETRONAS Subsidiary).
- ✓ Receive Call and offsite support by phone to solve any IT issue from MISC staff (Onsite support if needed).
- ✓ Repair and formatting PC/Laptop.
- ✓ Install Cisco Tandberg IP TV for meeting and conferencing.
- ✓ Install new Cisco Catalyst Switches for add on ports to users.
- ✓ Setup and configure virtual computer project.
- ✓ Develop batch programming for auto installation.

Experience and achievement gained.

- 1- Improve management skill on how to handle many projects in one-time base on ITIL process flow.
- 2- Attend "Agile Methodology training" conduct by Pusat Pembelajaran Bank Simpanan Nasional (PPBSN).
- 3- Experience on how to handle meeting, act as coordinator in real scenario when problem happened.
- 4- Experience in troubleshoot & solve problem that require technical team to solve it.
- 5- Experience in validate the infrastructure, Back-end system based on experience and skill.
- 6- Able to advice vendor and user item related on infrastructure / hardware / technical to improve current process.

★Projects

- 👤 Involved in new corporate internet banking (i-bizRAKYAT) migration project.
- 👤 Involved and managed i-bizRAKYAT FPX B2B (buyer bank) project.
- 👤 Involved and managed SOCSO/PERKESO Employment Insurance Scheme (EIS) integration with i-bizRAKYAT project.
- 👤 Involved and managed new Corporate Internet Banking (CIB) 2.0 Project Integrated with Core Banking system (COBRA) for Bank Rakyat.
- 👤 Involved and managed "Sukuk Prihatin" project for corporate customer. This project is initiative by Ministry of Finance (MOF), Malaysia.
- 👤 Involved and managed Card and Channel Management Division townhall.
- 👤 Bank Negara Malaysia (BNM) initiative project - integration with SMS Banking and Internet Banking.
- 👤 SI/FI project on Internet Banking.
- 👤 NBPS project with Bank Negara Malaysia (BNM).
- 👤 TM real-time payment using myBSN project.
- 👤 BSN re-branding project for Internet Banking in landing page, admin site and login site.
- 👤 Involved in prevention & avoidance for anonymous web attack project with information security, network, and server teams.
- 👤 Involved in Cyber Drill X-Maya Conduct by Information Security team, Cybersecurity Malaysia and Majlis Keselamatan Negara (MKN).
- 👤 Replacement Load Balancer (LB) to Web Application Firewall (WAF) project conduct by information security team.

- ✚ Internet Banking and SMS banking Debit Card/Credit card system replacement from “Cardlink” to “Ascend” project.
- ✚ SMS banking middleware and server upgrade project.

★Personal Characteristic

- ✚ Highly motivated & able to work independently with minimum supervision.
- ✚ Able to work under great pressure in the worst condition & result oriented.
- ✚ I have been described as outgoing person & I enjoy meeting people.
- ✚ Able to lead the task group & team management, self-motivated & posse's leadership skills.
- ✚ Concerned about public relationship, which is quite important in dealing with other people.
- ✚ Strong analyzing & problem-solving skills, fast learner & willing to learn more.
- ✚ Committed & dedicated for the works given & complete it with honesty & quality.
- ✚ Good command of both written & spoken in Malay & English language.
- ✚ Have good & professional ethic with high understanding of confidentiality.

★Computer Skills

- 📁 MS Office 2007, 2010 (Word, P. Point, Excel, outlook & etc.)
- 📁 Windows ME/ 2000/ XP/ Vista/ 7
- 📁 SOAPUI for middleware
- 📁 Microsoft SQL Server Management Studio
- 📁 MySQL
- 📁 IBM DB2
- 📁 IBM WAS Console Deployment Manager
- 📁 PHP
- 📁 Object – Oriented Java Programming (netbeans)
- 📁 Batch Scripting Programming (Windows)
- 📁 Java Script
- 📁 Unix Server
- 📁 FTP / SFTP protocol
- 📁 Keys Encryption / Decryption
- 📁 Software Testing
- 📁 MS SharePoint
- 📁 MS InfoPath
- 📁 Dynatrace Monitoring Tool
- 📁 Compuware Gomez Monitoring Tool

★Communication Skills

Proficiency (Best = 10 – Worst = 1)

Language	Spoken	Written
✚ Malay	10	10
✚ English	9	9

★Capabilities

- Ⓢ Type of Employment : Full Time
- Ⓢ Willing to Travel : Yes
- Ⓢ Willing to Relocate : Yes
- Ⓢ Willing to Work Long Hours : Yes
- Ⓢ Willing to Work on Shift : Yes
- Ⓢ Possess Own Transport : Yes (car & motorcycle)
- Ⓢ Willing to Start Work : 1 Month Notice

***Salary**

✚ **Current Salary** : RM 5,585.00
✚ **Expected Salary** : RM 7,000.00 (Negotiable)

***References**

Upon Request