

HARIZ FAISAL ABDUL HALIM

Kuala Lumpur | 017 577 3032 | hariz.sprums@gmail.com

Professional Summary

- In-depth knowledge of various issues in fintech - eKYC, IDV, FR, PEPs & Sanctions screening, credit decisioning, Open Banking, etc.,
- Experienced in formulation of corporate & marketing strategies and building of efficient management structures,
- Adept in the formulation & implementation of compliance and cybersecurity policies & processes for best-practice corporate governance

Skills

- Strategic planning
- Policies and procedures
- Staff Management
- Business administration
- Sales and Marketing
- Negotiation
- Planning and Coordination
- Project Management
- Payroll coordination
- Recruitment
- Company Organization
- Training and Development
- Talent management
- Labor relations
- Compensation and benefits
- Succession planning

Work History

Vice President of Strategy & Partnership

Apr 2023 - Current

I-Serve Payment Gateway Sdn Bhd

Petaling Jaya, Selangor

- Demonstrated strong organizational and time management skills while managing multiple projects.
- Assisted with day-to-day operations, working efficiently and productively with all team members.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.
- Proved successful working within tight deadlines and a fast-paced environment.
- Developed strong communication and organizational skills through working on group projects.
- Develop and implement sales channel strategies to meet monthly sales target.
- Develop KPIs for all sales channels and monitor and track performance and prepare periodic management reporting.
- Work with Product Manager and Marketing team to develop and execute pipeline of on-going events and activities to engage with strategic partners.
- Review and analyse KPI indicators to determine the health of channel partners relationship and challenges.

Senior Manager, Special Projects & Corporate

Sep 2021 - Mar 2023

Moby Fintech Sdn Bhd

Petaling Jaya, Selangor

- Managed large-scale projects and introduced new systems, tools, and processes to achieve challenging objectives.
- Managed online communications from social media, email and website sources.
- Kept meticulous records of all costs and expenses and analyzed that data against budget.
- Recommended and implemented successful strategies to maximize revenue.
- Conducted performance evaluations, compensations and hiring to maintain appropriate staffing requirements.
- Implemented productivity benchmarks across all departments to maximize company revenue.
- Implemented and developed operational standards, policies and procedures.

Manager, Corporate Strategy, Stakeholder Management

Aug 2019 - Sep 2021

Credit Bureau Malaysia

Petaling Jaya, Selangor

- Work with the CEO to create a "Strategy" and execute the strategy to ensure achieving the objectives set by the board of directors.
- To manage CBM stakeholder management according to the culture designed to achieve company vision & mission
- Maximized performance by monitoring daily activities and mentoring team members.
- Accomplished multiple tasks within established timeframes.
- Developed and implemented business strategies to achieve business goals and stay competitive.
- Monitored and analyzed business performance to identify areas of improvement and make necessary adjustments.
- Evaluated employee performance and conveyed constructive feedback to improve skills.
- Reduced waste and pursued revenue development strategies to keep department aligned with sales and profit targets.
- Restructured procedures through coordination with compliance director to create and execute projects.
- Managed senior-level personnel working in marketing and sales capacities.
- Maintained professional, organized, and safe environment for employees and patrons.

Brand Activist

Aug 2017 - Aug 2019

Credit Bureau Malaysia

Petaling Jaya, Selangor

- Improved and boosted brand image by implementing focused marketing campaigns and engaging in professional networking to support outreach.
- Boosted brand awareness and generated leads while managing internal and external marketing campaigns and programs.
- Planned, implemented and tracked sales and marketing strategies to promote brand products.
- Demonstrated strong organizational and time management skills while managing multiple projects.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

Senior Executive, Client Servicing

May 2015 - Aug 2017

Credit Bureau Malaysia

Petaling Jaya, Selangor

- Resolved minor customer issues, escalating data concerns to supervisor for immediate assistance.
- Aligned organizational objectives with company mission, increasing revenue, profit and business growth by collaboratively developing integrated strategies.

Clinical Operation Support

Apr 2014 - May 2015

HSC Medical Center

Kuala Lumpur, Wilayah Persekutuan

- Promoted high morale and staff retention through dynamic communication, prompt problem resolution, proactive supervisory practices and facilitation of positive work environment.
- Liaised with patients, clinic staff and centralized professional staff for problem resolution.
- Implemented successful healthcare program through professionalism, quality of care, medical teaching and patient satisfaction.

Credit Analyst

Apr 2013 - Apr 2014

Aeon Credit Service Malaysia Berhad

- Conducted presentations to upper management and executive teams for loan recommendations.
- Assessed credit risk and analyzed financial statements.

Medical Psychology & Social Work Internship

May 2012 - Sep 2012

Universiti Malaya Medical Center (UMMC)

- Conducted research, gathered information from multiple sources and presented results.
- Collaborated with clinical department and medical consultant to achieve the objective biopsychosocial patient.

Customer Service Executive

Apr 2008 - Oct 2009

VADS Berhad

- Tracked results of various promotional campaigns by gathering feedback from customers and recommended areas of improvement.
- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.

Office Clerk

Jan 2007 - Apr 2008

CIMB AVIVA Berhad

- Produced high-quality documents, spreadsheets and presentations for internal and customer-facing needs.
- Delivered clerical support by handling range of routine and special requirements.

Education

Bachelor of Arts: Social Work (Minor in Psychology)

11/2013

Universiti Malaysia Sabah

Kota Kinabalu, Sabah

Accomplishments

- Successfully established diplomatic relations with the Prime Minister's Office to provide views and ideas on government decisions.
- Achieve a profit for the company in 2020 of RM 3 Million
- Resolved product issue through consumer testing.
- Managed to gain direct access to the SSM database making it the first CRA to gain direct access
- Collaborated with team of 7 in the development of SSM Data Integration Direct Connection Project.
- Achieved Credit Reporting Purchase Online System Project by completing automation process and policy with accuracy and efficiency.
- Succeeded in achieving the goal by introducing CBM to all ministries and government agencies to facilitate cooperation in developing the country's economy and the Rakyat.