



Azura Abdul Rahman
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ALTEL HOLDINGS SDN BHD

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Experienced Head of Procurement with a demonstrated history of working in various industries namely telecommunications, retail F&B, healthcare, IT and service-oriented companies. Apart from Malaysia, has recently expanded the procurement exposure to regional countries in Asean which are Indonesia, Thailand and Vietnam. Skilled in performing negotiations, strategic sourcing, business development and trainings. Having strong procurement background and professionalism.

Good PR, team player, independent, leadership skills, passionate in coaching people, highly motivated to strive for success & achievement, result-oriented, positive-thinking, process challenger for high productivity and efficiency.

Panel speaker at Procurement events:

1. Procurement Leaders Learning Forum, 22nd August 2019
2. Indirect Procurement Forum, 28th August 2019
3. 3rd Annual Chief Procurement Officer Summit Malaysia, 8 – 9 September 2020
4. PI Asia Supplier Management Summit 2020, 13th November 2020

Experience

25 years of total experience

June 2022 - Present
(1 year 8 months)

Group Head, Procurement
Altel Holdings Sdn Bhd

Industry	ICT / System Solution / Broadcasting
Specialization	Purchasing/Inventory/Material & Warehouse Management
Role	Management

Responsible to manage purchases for 3 entities under Altel Holdings which are Altel Communications Sdn Bhd, Net2One Sdn Bhd and MYTV Broadcasting Sdn Bhd.

Key player in current major projects in the establishment of network infrastructure for B2B focus areas under Altel Communication while emphasizes on cost optimization for nationwide promotional activities for MYTV Broadcasting free-to-air and Over-the-Top services.

Apart from savings-driven activities, another pertinent role under supervision is the compliances on governing rules, policies and standards for all stages of procurement actions carried out by both stakeholders and Procurement team especially when dealing with 3rd party or external entities.

Key achievements:

1. Altel Holdings:

- Successful implementation of Procurement policy and operating standards to govern the procurement activities due to the absence of these standards since the incorporation of all entities under the group (a total of 1 policy and 9 SOPs)

- Closure of 65 audit findings by the external auditors appointed by the parent company upon execution of Procurement policy and standards. Audit was conducted in early 2022 before joining ALTEL.

2. MYTV Broadcasting:

- Successful conclusion of 4 major tenders at the total value of RM25mil with approx. savings of 10% from total spend value.
- Awarding of MYFESTIVA and WHYPAY campaign nationwide at the total cost of RM3.9mil with approx. savings of 12% from total spend value.

Sept 2021 – June 2022
(10 months)

Senior Manager, Procurement - ASEAN

Concentrix CVG Malaysia Sdn Bhd

Industry	IT / System Solution
Specialization	Purchasing/Inventory/Material & Warehouse Management
Role	Management

Responsible to manage purchases incurred in 4 countries in SEA Region which are Malaysia, Indonesia, Thailand and Vietnam. Crucial focus in capturing cost optimization while leveraging best business deals with global vendors capable in accommodating requests from multiple countries in the SEA Region.

Among the common items handled are:

1. Building equipment & facility (eg. security systems, UPS, Environment Monitoring System, audio-visuals, white goods, etc).
2. Renovation works – inframodification, new buildout and minor upgrading.
3. IT hardware & software – computers, IT gadgets, telco connections, licenses.
4. Annual Maintenance Contracts & Planned Preventive Maintenance Contracts.

Key achievements:

1. Sustainability and Green Initiatives:
 - Installation of LED panel lights for offices in Malaysia, Indonesia, Thailand & Vietnam – spend value USD100k.
 - Solar panel installation for Cyberjaya office – spend value USD50k.

Target **savings value in 2022** for commodities under purview in these 4 SEA countries (MY, ID, TH & VN) is **USD1million**.

July 2017 – Sept 2021
(4 years 2 months)

Head, Procurement Dept

Touch 'n Go Sdn Bhd

Industry	Electronic Payment Service Provider
Specialization	Purchasing/Inventory/Material & Warehouse Management
Role	Management

Responsible to provide results-driven leadership to the purchasing and vendor-related functions. Key areas of accountability include cost optimization initiatives, purchasing, vendor management, departmental planning, budgeting, staff development program, process improvement and hands-on participation in department activities in areas of supervision.

Among main areas of duties & responsibilities:

1. **Strategic** - identify & develop strategic suppliers for best company deals.
2. **Departmental** - establish goals/objectives/policies/procedures/reports to enhance departmental deliverable quality standards and maintain good governance/compliance on operational functions.
3. **Operation** - establish effective purchasing methods to gain savings/avoidance and develop efficient inventory management system to manage stock holding period and

overall inventory value.

4. **Personnel development** - Promote high level of morale and positive productivity environment to the staff which will contribute to highest standard of service rendered to customers.

Key Achievements:

1. Successfully achieved “SATISFACTORY” result for 2 consecutive Procurement Audit exercise audits conducted by CIMB Group Internal Audit in 2020 and 2018 from previous “UNSATISFACTORY” Procurement Audit result in 2015 and 2016.
 - Main contributor for the achievement is the re-alignment of processes and control mechanism in the Procurement functions.
2. Cost Optimization:
 - Cash Management tender exercise – successfully achieved savings of 22.44% from projected spend of RM13.68mil.
 - i. Conducted E-Auction process to gain high savings %.
 - RFID Tag direct appointment exercise – successfully achieve savings of 9% from projected spend of RM14.7mil.
 - Total Procurement savings achieved (approx.):
 - i. Year 2018 – 11.16% from total spend of RM27mil.
 - ii. Year 2019 – 10.9% from total spend of RM32mil.
 - iii. Year 2020 – 9.55% from total spend of RM23mil.

Projects in 2021:

1. *Tender exercise for E-Procurement system (approx. value of RM3.5mil)*
2. *Renovation for TNG office (spend value of RM4.8mil).*

May 2013 – June 2017
(4 years 2 months)

Manager, Material Management

Tropicana Medical Centre (M) Sdn Bhd

Industry	Healthcare / Medical
Specialization	Purchasing/Inventory/Material & Warehouse Management
Role	Management

Main focus on leading the Procurement Unit & Inventory Unit.

Responsible to provide results driven leadership to the purchasing, planning, receiving and inventory management. Key areas of accountability include hands-on participation in department activities, planning, budgeting, purchasing, resource management, scheduling, training, supplier network, best practices, quality and continued improvement in areas of supervision.

Among main areas of duties & responsibilities:

1. **Strategic** - identify and develop strategic partnerships/suppliers for best company deals.
2. **Departmental** - establish goals/objectives/policies/procedures/reports to enhance departmental deliverable quality standards and maintain good governance/compliance on operational functions.
3. **Operation** - establish effective purchasing methods to gain savings/avoidance and develop efficient inventory management system to manage stock holding period and overall inventory value.
4. **Personnel development** - Promote high level of morale and positive productivity environment to the staff which will contribute to highest standard of service rendered to customers.

Key Achievements:

Major Equipment purchase:

PROJECT/EQUIPMENT	QUOTED PRICE	SAVINGS %
ENT Equipment & Instrument	RM4.7mil	14.65%
Neurology Equipment	RM4.33mil	13.3%
Endoscopy Ultrasound System	RM1.55mil	31.18%
Endoscopy Camera System	RM362k	10.2%

Other equipment purchase savings ranged from 10% - 20% savings from quoted price.

Overcome the critical shortage of Chlorhexidine supply in the market during early 2017 with an alternative solution for OT usage. Procurement performed the sourcing process and managed to surpass this crisis with a substitute solution within less than 1 month upon notice by Zuellig Pharma.

Projects in 2017:

1. *Hospital expansion plan – **construction of 12-floor building value of RM250mil** (incl. of renovation & purchase of equipment/furniture/facilities).*
2. *Medical consumables savings initiative (**approx. value of RM500k**) – bulk purchase & vendor contracts*
3. *Medical equipment purchases (**approx. value of RM10mil**)*

Oct 2012 - May 2013
(7 months)

Manager, Support Services

NAZA Tutti Frutti Sdn Bhd

Industry	Food & Beverage / Catering / Restaurant
Specialization	Purchasing/Inventory/Material & Warehouse Management
Role	Management

Primary functions - managed 4 main support departments:

1. **Procurement** (3 staff); roles & responsibilities:
 - a. Cost containment exercise - perform RFI/RFQ/RFP/Tender to achieve 25% savings for new purchases and 15% savings for recurring purchases.
 - b. Contract management - sign contracts with top 20 vendors to enjoy locked prices for highly purchased items throughout the contract duration period.
 - c. Vendor Management Program - half-yearly performance evaluation exercise to ensure only quality and performed vendors are listed in the company's panel vendor list.
2. **Warehouse Mgmt** (9 staff); roles & responsibilities:
 - a. GIGO - Manage the existing flow for procuring of items and warehouse activities.
 - b. Implement 5S methods in the warehouse & storage system.
 - c. FIFO - ensure this system is performed at the warehouse to avoid holding stocks until expired.
3. **Maintenance & Service** (3 staff); roles & resp:
 - a. Spare parts stock level - items should be 100% available for replacement of faulty parts.
 - b. Log cases - technicians to attend the log cases within the stipulated timelines.
 - c. Periodic service - all machines should be completely serviced based on the approved schedules.
4. **Quality Control** (1 staff); roles & responsibilities:

- a. Quality Service & Cleanliness Evaluation (QSCE) - ensure the QC team perform the half-yearly evaluation to all outlets.
- b. Corrective Action Report (CAR) - QC team to provide the reports to each outlet and monitor the progress level on the stated corrective actions.

Secondary functions:

1. Standard Operating Procedure (SOP) - develop SOPs for critical and important work tasks under Support Services Div.
2. Strategic Planning and Analysis - analyse the sales and purchased data for the last 2 years (2011 - 2012) and provide feedback to the Directors on the most effective operating flow.
3. Manpower - review the staff existing job description and restructure the divisional organisation chart for more focused job scopes to maximise efficiency and productivity.

Mar 2012 - Sep 2012
(6 months)

Assistant Manager

Alam Flora Sdn Bhd

Jul 2011 - Feb 2012
(7 months)

Senior Executive

Alam Flora Sdn Bhd

Industry	Environment / Health / Safety
Specialization	Purchasing/Inventory/Material & Warehouse Management
Role	Purchasing

Led the General Purchase section reporting directly to General Manager, System & Methods. In-charge of supervising 3 direct staff consists of 1 Management Trainee, 1 Senior Supervisor & 1 Clerk.

Job scope:

1. Tender related activities (i.e. manage documentations, pre-tender management report, supervise tender evaluation by committee members, produce tender awarding report for management approval, etc).
2. Managing vendors and supply chain
3. Evaluating current vendors (performance, products, payment terms, etc)
4. Monitoring purchases against Budget Plan.
5. Expediting purchasing processes effectively.
6. Producing monthly Management Committee Report for General Purchase section on KPI target, savings achievement, contract sourcing plan, staff training and spend tracking.

Jobs performed were related to companywide general purchases inclusive of branch offices. Fully involved in procuring general items for business operations to ensure smooth operation & uninterrupted waste management services for the residential areas & public places. The primary targeted objective was on cost efficiency & expedition of the whole procurement process.

Jan 2004 - Jun 2011
(7 years 5 months)

Associate, Strategic Procurement Marketing

DiGi Telecommunications Sdn Bhd

Industry	Telecommunication
Specialization	Purchasing/Inventory/Material & Warehouse Management

Role Purchasing

Job scope:

1. Issuance of documents for tender procedures (i.e. calling in participation, letter of invitation, opening of tender proposals, evaluation process & letter of award).
2. Sourcing vendors
3. Evaluating vendors (performance, products, payment terms, etc)
4. Verifying Purchase Orders
5. Monitoring purchases against Budget Plan.
6. Expediting purchasing processes effectively.

Jobs performed were related to advertising & promotional activities handled by Commercial Division (in particular event management, premium & merchandise, colour separation, outsourcing of Contact Centre consultants, etc). The primary targeted objective was on cost efficiency & expedition of the whole procurement process.

Reported to Head of Strategic Procurement Marketing, Procurement Department.

Jan 2002 - Jan 2004
(2 years)

Purchasing Executive

Dagang Net Technologies Sdn Bhd

Industry	Computer / Information Technology (Software)
Specialization	Purchasing/Inventory/Material & Warehouse Management
Role	Purchasing

Job scope:

1. Issuance of documents for tender procedures (i.e. calling in participation, letter of invitation, opening of tender proposals, evaluation process & letter of award).
2. Sourcing vendors
3. Evaluating vendors (performance, products, payment terms, etc)
4. Preparing Purchase Orders
5. Monitoring purchases against Budget Plan.
6. Expediting purchasing processes effectively.
7. Monitoring the Purchasing Unit.
8. Preparing monthly report for the status of POs issued.

Reported to Head of Contract Management & Purchasing Unit. In-charge of the Purchasing Unit with an assistant.

Attended the "Developing Effective Purchasing Expediting Skills" training in August 2002 and "The Seven Habits of Highly Effective People" training in January 2003. Attended "Microsoft Visual Studio .NET" workshop/training in September 2003.

Jan 1999 - Aug 2002
(3 years 7 months)

Administration Executive

Dagang Net Technologies Sdn Bhd

Jan 1998 - Dec 1998
(10 months)

Administration Coordinator

Dagang Net Technologies Sdn Bhd

Jan 1996 - Dec 1997
(2 years)

Secretary to Program Director (Sales & Marketing)

Dagang Net Technologies Sdn Bhd

Education

2023 - 2027

Universiti Teknologi MARA (UiTM)

Pursuing Master of Science (Business Management)

Research area of focus on automation vs human in procurement effectiveness in organizations.

2022

Universiti Teknologi MARA (UiTM)

Bachelor of Business Administration (Hons)

Major: Operations Management

CGPA: 3.74 / 4

Achieved GPA of 4.00 in Semester 3, 4 & 5

1996

Institut Teknologi Mara (ITM)

Diploma in Executive Secretaryship

CGPA: 3.86 / 4

Awarded with Director's List based on the success in achieving Dean's List Award in every semester

Trainings Attended

1. Transformational Leadership
2. Contract Management (Principles & Best Practices)
3. Design Thinking & Forward Thinking Skills
4. MSQH 5th Edition Hospital Accreditation Standards
5. Synchronicity and Quantum Leadership
6. Purchasing Expediting Skills
7. Finance for Non-Finance managers
8. Basic Legal and Contract Drafting for Procurement staff
9. Root Cause Analysis
10. Effective Negotiation Skills
11. Basic Life Support (CPR)
12. BOMBA Rescue Training
13. Teaming for Quantum Growth Performance
14. Enterprise Risk Management Workshop