

# Azzam bin Abdul Aziz

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## SUMMARY

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A dynamic part time rugby player, with an Electrical Engineering degree. Possessing leadership traits with diversified working experience, looking to contribute a new set of perspective to the team while being able to grow as a well-rounded professional in the banking and financial services sector.

## EMPLOYMENT HISTORY

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### **Executive – CRM & Workflow**

**Dec 2021 – Present**

#### **Digital Project & Operations, Bank Muamalat Malaysia Berhad**

- Utilized Microsoft PowerPoint in preparation of strategic and approval papers to Approval Committees, Senior Management, and Board of Directors' meeting for Digital Banking Programme, as well as other related projects under Digital Banking Department.
- Orchestrate evaluation of tender proposals as tender secretary via Microsoft Teams channel, by collaborating with internal teams to ensure adherence to tender timelines and governance.
- System admin for CRM – manage issues and complaints from CRM users, and escalate to IT support team for issues that is beyond my technical expertise.
- Manage SMS & email campaign requests from business users, strategizing and scheduling of campaigns via CRM system.
- Conduct CRM users' training to branch staffs nationwide, enabling branch staffs to utilize the CRM system for an efficient work tracking.
- Liaised with multiple stakeholders to manage the onboarding of all Digital Banking Department staffs, as well as other administrative projects from the inception of the department in March 2022, until the present.

### **Management Associate – Marsh Graduate Development Program July 2021 – Dec 2021**

#### **Power Specialty, Marsh Insurance Brokers (Malaysia) Sdn. Bhd.**

- Support client executives in the Power Specialty team in dealing with clients, insurers and reinsurers in the market for insurance policy renewals and placement process.
- Manage day-to-day communications with colleagues from different teams for management of new clients and policy renewal process.

### **TM Executive Leadership Industrial Training (ELIT)**

**November 2020 – May 2021**

#### **Direct & Enterprise Internet, Product & Innovation, TM ONE**

- Practised **communication** and **presentation skills** as a trainee in the Product department, assisting product owners in developing product packaging.
- Liaise with internal and external stakeholders for product development and promotion.

**Engineering Intern, Top Glove Corporation Bhd.****March 2019 – June 2019**

- Applied **technical skills** and **problem-solving skills** by assisting engineers in their improvement projects, as well as maintenance of daily production operation.
- Presented a project idea to the factory's management for an automation system for rejecting defect products that could reduce manpower by 50%, thus reducing production cost.

**EDUCATION**

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**Multimedia University, Cyberjaya – Yayasan Telekom Malaysia****July 2016 – July 2020**

- Bachelor of Engineering (Honours) **Electrical**
- **Second Class**

**Multimedia University, Cyberjaya – Yayasan Telekom Malaysia****June 2015 – May 2017**

- Foundation of Engineering
- **Second Class**

**MRSM Parit, Perak****2013 – 2014**

- Sijil Pelajaran Malaysia (SPM)
- **9A**

**OTHER CERTIFICATES**

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**AgilePM (Project Management) Foundation – APMG International****Dec 2023****Agile Scrum Foundation – EXIN****Nov 2023****Basic Certificate Course in Insurance and Takaful Broking (BCCITB) – The Malaysian Insurance Institute****Dec 2021****SKILLS**

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**Microsoft Excel, Microsoft PowerPoint, Microsoft Teams, Google Slides, Google Sheets, Google Docs, Customer Relationship Management, Project Management, Agile Project Management**