



MOHAMAD MUZAMMIL BIN ABDUL KARIM

GLOBAL BUSINESS PROCESS SENIOR SPECIALIST

CONTACT DETAILS

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OBJECTIVE

To secure a professional career that allow me to utilize my project management, analytical, interpersonal, communication skills into the finance areas. I am a good team player who is also a fast learner, able to work in minimal supervision and always contributes in process improvements.

IT/COMPUTER SKILLS

- Google Tools
- Microsoft Office
- ServiceNOW
- JIRA Software
- Trello project management tool
- SAP S4 Hana
- SAP ECC
- SAP Solution Manager (SOLMAN)
- HP ALM
- JDE 9.1 Accounting System
- JDE One World Accounting System
- SAP CONCUR & COGNOS Reporting
- eExpense System
- PowerBI Data Analytics System
- Fusionex GIANT
- Skype for Business
- BMC Remedy Mid Tier 8.1
- Microsoft Office 365
- EDMS System
- Kerridge Inventory System
- SAP Sirax
- FSSCSanIT

CAREER PROGRESSION

GLOBAL BUSINESS PROCESS SENIOR SPECIALIST

Roche Services (Asia Pacific) Sdn Bhd, Aug 2021 - Present

- Product Owner for overall T&E Deployment Cluster (Concur Travel, Concur Expense, Credit Card & ASPIRE Project - SAP S4 Hana Global ERP Template transformation)
- Product Management Team members, responsible for any new Global demands and developments
- Managing and prioritizing the product backlog in parallel with project strategies/roadmap
- Deployment Lead for ASPIRE Project for T&E that roll out the Global Template design to all regions. Multiple deployments has been led and managed with a successful go-live
- Responsible in the end-to-end process management for the continuous global harmonization, standardization, template enhancement and automation of the T&E processes including the global deployments
- Govern changes to existing business processes and design new ones
- Ensuring monitoring and optimization of business processes with regards to efficiency and effectiveness with proper documentation
- Close collaboration with global stakeholders from Group Finance, Procurement and IT, cross divisionally - both cross-functional and cross-divisional (Pharma, Diagnostics, Diabetes Care)
- Working closely together with the Global RSS Operation Centers (Costa Rica, Budapest & KL) to drive and support process improvement wherever possible to ensure best services to end users

T&E SYSTEM ANALYST

Roche Services (Asia Pacific) Sdn Bhd, Oct 2018 - July 2021

- Global System Support Key Contact
- Responsible for system related enhancement, change & testing coordination for all regions
- Troubleshooting system configuration & issues
- Project Transition Key person, covers globally
- Handle technical escalation cases from Helpdesk Analyst Team
- Whenever receive a change request, analyze and validate if we can proceed further to fulfil business requirements. Then implement the changes in test environment for final confirmation before we moved to production
- Data quality and system integration process monitoring. - Investigate system errors, system data integration failures and resolve on timely basis
- Work collaboratively with respective IT Functional Group in supporting and maintaining the inbound and outbound interfaces (E.g.: Tibco / EII / Workday / Chris / HUB2 System)
- Customization on Cognos Intelligence reports based on requirements
- Perform review and reconciliation of posting from Concur to SAP to ensure reports are correctly recorded
- Manage month end closing activities for T&E Concur system; reports preparation for management review
- System activities monitoring to ensure comply to Company policies and procedures with high ethical standards.
- Knowledge sharing within team members to minimize operational gap.
- Work with project team to standardize T&E SOP process flow across all SSC worldwide

PROFESSIONAL SKILLS

- **Lean 6 Sigma** Certified
- **Fusionex Applied Data Science Analyst** Certified
- **Fusionex Applied Data Engineering Associate** Certified
- **Scrum Fundamental** Certified (SFC)
- **Digital Leadership** Certified

EXTRA CO-CURRICULAR ACTIVITIES

Company Level :

Roche

- Roche Children's Walk Malaysia Co-Leader
- Rumah Solehah Make A Wish Tree Event Lead
- Engaged People Focus Group Co-Leader

British Petroleum

- BP GBS Asia Cyber Ambassador
- BP GBS Asia HSSE Floor Representative
- ROCK Club Annual Dinner Committee
- BP CSR Core Committee
- Wishing Tree initiatives at Hospital Kuala Lumpur
- Liter of Light campaign at Kampung Chempian, Pahang
- Ma'Daerah Turtle Sanctuary Turtle Camp - Beach Clean Up
- Hungry Games funding for Mercy Malaysia
- Global Cyber Week Event
- CONCUR Xchange Conference at Aloft Kuala Lumpur

Mercedes-Benz Malaysia

- MBM CSR with Pertubuhan Rahoma Darul Fakir, Subang Jaya, Selangor
- MBM CSR Raya with Orphans at Pekan, Pahang
- MBM Torque Talk 2014
- MBM Go-Kart Tournament
- MBM Cultural Awareness Training

University Level :

- Vice President, Personal Growth Group, IIUM Counselling Center 2014
- Best Advanced Facilitator, PGG 2014
- PGG CSR with Taman Sinar Harapan - Mental Retarded Home 2014
- Head of Sports Secretariat, EMSS 2013
- Program Manager, Econs Race, EMSS 2013

EXPENSE SENIOR EXECUTIVE

British Petroleum Global Business Services Asia Sdn Bhd, March 2016 - Oct 2018

- Coordinate the prompt and accurate recording of employee expenses into the ledgers in line with relevant requirements, policies and procedures
- Manage APAC's corporate card program such as card application, card account maintenance, delinquency management and employee engagements as well as to perform Program Administrator role
- Analyze and troubleshooting system issues in SAP and JDE system (eg: Idoc, BDC error)
- Reconcile the relevant system and journals, and ensure that all employees' expenses are approved appropriately and paid on time
- Gather, collate and analyze data as and when necessary in order to prepare and maintain various reports as and when needed
- Work closely with Central team in GBS Europe in Budapest to ensure all process are align with the global direction
- Regularly track and resolve outstanding issues that have been escalated, or further escalate to the necessary parties
- Drive T&E and Corporate Card compliance with employees on BP's policies and procedure
- Initiate and drive innovation, projects and process improvement initiatives to achieve efficiency, compliances and savings
- High level of familiarity with the systems used in order to maintain and reconcile the relevant system to ensure it balances correctly

ACCOUNT PAYABLE EXECUTIVE

British Petroleum Global Business Services Asia Sdn Bhd, Oct 2015 - Feb 2016

- Ensure timely and accurate recording of account payables into the ledgers
- Support and prepares documents for period close while ensuring adherence to policies and procedures in the drive for exceptional customer service, operational excellence and compliances
- Perform day-to-day processing of financial transactions to ensure that accounts are maintained in an effective, up to date and accurate manner eg; invoice to be paid
- Handling various invoices eg; PO, 2nd tier and rebates (non-PO), for Australia and New Zealand Lubricants entity
- Verify and process the invoices through 3way matching process
- Escalate any issues encountered and track the resolution process accordingly
- Provide pre and post implementation support on the process

ACCOUNT ASSISTANT

KLM Royal Dutch Airlines, July 2015 - Aug 2015

- Invoice coding and monitoring prior payment process by using Basware Monitor system
- Global Collect process prior ticket issuance through the internal system, Altea Accel8
- Update Cash and Cheques records that can be retrieved from HSBC, CIMB, Citibank online system as well as SAP Sirax system
- Check and prepare the reporting for daily sales batch from KLM and AirFrance
- Tax Invoice issuance to the relevant corporates and agencies
- Daily reports, bank statement and invoices scanning through FSSCscanIT system to Budapest team
- Processing all staff claims and declaration
- Processing all passengers' compensation form for KLM and AirFrance staff

ACCOUNT RECEIVABLE TRAINEE

Mercedes-Benz Malaysia Sdn Bhd, Jan 2014 - Aug 2014

- Cash Deposit and Bank Cheques transfer through Deutsche Bank online system
- Remediation controls process by using SAP and Kerridge Inventory system
- Processing the Sales Campaign, Non-trade billings, Dealership Management billings through SAP system
- Authorize excise duty through Excise Duty Management System (EDMS)
- Knowledge Transfer provided to Mercedes-Benz Philippines Account Receivables team in business transition phase

REFERENCE

- Svenja Vock
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ACHIEVEMENTS

2022

- **Product Owner** of my chapter and completed project Global Template(GT) design and build (inclusive of program enhancement and process workflows guardrails)
- Lead and delivered **2 ASPIRE S4 HANA** deployment successfully. Project completed and go-live as per timelines
- **Project coach** for internal BPM squad members and operation support teams
- Received the "**Roche Applause**" **recognition awards** from stakeholders for delivering and take extra miles in ensure the project go-live successfully

2021

- Lead and delivered **Wave 5 One T&E Project** successfully. Project completed and go-live as per timelines
- Managed to **create One T&E guardrails documentation** for end user training
- Received the "**Roche Applause**" **recognition awards** from stakeholders for delivering and take extra miles in supporting operation tasks

2020

- Lead and delivered **Wave 4 One T&E Project** successfully. Project completed and go-live as per timelines
- Managed to **clear backlogs** for US entities in the legacy expense system (TRAM) to ensure smooth transition into a new system
- Received the "**Roche Applause**" **recognition awards** from stakeholders for delivering and take extra miles in supporting operation tasks

2019

- Co-Lead **Roche Children's Walk (Malaysia)**, a yearly charitable event for Roche globally
- Lead **Rumah Solehah Make A Wish Tree** Event
- Received the "Roche Applause" recognition awards from stakeholders for delivering and take extra miles in supporting operation tasks

2018

- Passed **Global Cyber Security Risk Audit**
- Delivered 3 **Process Improvements projects** which covers the process for Account Payables, Master Data Management, and Human Resource team
- Received the "**Energize**" **recognition awards** from stakeholders for delivering and promoting BP Values - One Team, Courage and Excellence towards all processes and events

2017

- Received **Spot Bonus award** from BP Global Business Services Asia Sdn Bhd on my involvement in ensuring the successfully delivering **Global CONCUR and Corporate Card Transition Project** for all Asia Pacific countries, part of Middle East entity and part of US entity
- Has been assigned to **BP Headquarter Office in Sunbury, United Kingdom** for 2 weeks for Global CONCUR and Corporate Card Transition Project
- Delivered 2 **Process Improvement projects** which covered the Account Payable and Tax team process
- Nominated 2 times for the "**Who Do You Appreciate**" **recognition awards** from BP Global Business Services Asia Sdn Bhd
- Passed the annual **Global Cyber Security Risk Audit** as an onsite Cyber ambassador

ACADEMIC BACKGROUND

BACHELOR OF ACCOUNTING (HONS.)

International Islamic University of Malaysia, Specialized in Islamic Accounting (2015)

FOUNDATION IN ACCOUNTING

Center for Foundation Studies, IIUM (2010)

SIJIL PELAJARAN MALAYSIA (SPM)

SMKA Kuala Selangor (2008)

PENILAIAN MENENGAH RENDAH (PMR)

SMA Dato' Klana Petra Maamor (2006)