



# NURUL SYAFIQAH BINTI NOOR HASHIM

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## PROFILE

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Experienced in Finance and compliance professional with over 9 years of combined experience. I have spent **7 years 2 months in Accounts Receivable**, **1 year 6 months in commercial operations**, and the past **8 months in ISO auditing**. My background covers finance operations, stakeholder management, and audit preparation, with hands-on knowledge in Treasury, Financial Analysis, and compliance with ISO 9001, 14001, 45001, 27001, and ISPS. I am knowledgeable in various systems, able to manage tasks effectively, and quick to learn whenever I move to a new department. Known for being detail-oriented, proactive, and adaptable, I can perform well across different corporate functions while ensuring operational efficiency and audit readiness.

## PROFESSIONAL EXPERIENCES

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### Senior Executive, Management System Assurance (ISO Auditor) [December 2024 - July 2025]

#### Corporate Division, Pelabuhan Tanjung Pelepas Sdn Bhd

- Conduct internal audits for ISO 9001, 14001, 45001, 27001, and ISPS compliance in line with the annual audit plan.
- Maintain and monitor Integrated Management System (IMS) and Information Security Management System (ISMS) documentation to ensure compliance with international standards.
- Assist in planning and executing external audits (e.g., LRQA), and support audit-related documentation and reporting.
- Monitor and track closure of corrective actions and non-conformities from audit findings.
- Support document control activities including IQMS system monitoring, document releases, and managing obsolete versions.
- Participate in awareness and training programs such as Port Briefing Orientation (PBO) and internal ISO sessions.
- Coordinate MSA administrative tasks such as KPI tracking, training records, and audit schedules.
- Ensure accurate records management, including filing and documentation of all ISO and ISPS-related reports.
- Uphold compliance with company governance, data protection, and anti-corruption policies.
- Work closely with cross-functional teams including Internal/External Auditors, HODs, and Document Controllers.

### Senior Executive, Key Account Management [July 2023 - December 2024]

#### Commercial Division, Pelabuhan Tanjung Pelepas Sdn Bhd

- Managed relationships with key stakeholders, including internal teams and external shipping lines, ensuring seamless communication and collaboration.
- Conducted monthly key statistics analysis and prepared comprehensive reports, providing data driven insights for strategic decision-making.
- Prepared detailed calculations for annual budgeting and financial forecasting to ensure accuracy and alignment with organizational goals.
- Managed monthly GRI calculation and reporting.
- Developed impactful presentations for Management Committee Meetings, facilitating informed discussions and decision making.
- Drafted internal memos for the division, ensuring clear and effective communication of policies and updates.
- Led networking sessions with stakeholders, fostering strong relationships to drive business growth.
- Negotiated incentive agreements with shipping lines, achieving favourable terms that benefited the company's commercial objectives.
- Involved in Terminal Service Agreements customer contract (Review, write and negotiate)
- Supported port visit events, enhancing stakeholder engagement and showcasing terminal capabilities.
- Resolved disputes between internal and external stakeholders, effectively addressing commercial and operational issues to maintain customer satisfaction.
- Handled customer inquiries, requests, and complaints with efficiency, providing timely and accurate information on commercial and operational matters.

**Senior Executive, Accounts Receivable [January 2023 -July 2023]****Executive, Accounts Receivable [October 2016 -December 2022]*****Financial Operations, Corporate Division, Pelabuhan Tanjung Pelepas Sdn Bhd***

- Led the management of all accounts receivable processes, ensuring prompt and accurate financial transactions through reconciliation.
- Streamlined the process for opening trading accounts and establishing credit facilities, ensuring compliance with credit committee requirements.
- Collaborated with billing and other departments to resolve invoice disputes, maintaining positive customer relationships and reducing outstanding balances.
- Conducted quarterly analysis of customer payment trends, recommending credit limit and bank guarantee adjustments to the Credit Committee.
- Monitored debtors' aging summary weekly, implementing strategies to reduce non-collection risk.
- Prepared daily Days Sales Outstanding (DSO) reports for management updates, ensuring financial targets were met.
- Managed all aspects of accounts receivable and related finance matters, ensuring accurate and timely processing.
- Tracked customer payments, issued official receipts, and ensured the complete recording of all payments.
- Regularly updated customer information and maintained up-to-date records for accurate financial reporting.
- Prepared periodical reports on customer aging, keeping management informed of payment status and risks.
- Sent timely reminders to customers regarding overdue accounts, minimizing outstanding balances and improving cash flow.
- Monitored the validity of customer bank guarantees, ensuring compliance with company policies.

**Executive, Loan Administration (Cash Flow) & Treasury [Jun 2016 – December 2016]*****Financial Planning Analysis, Corporate Division, Pelabuhan Tanjung Pelepas Sdn Bhd***

- Managed monthly updates and reviews of loan principal schedules, interest schedules, and reconciliation of borrowings, ensuring accuracy across financial records.
- Compiled and submitted the MMC New Project Report monthly, supporting strategic decision making.
- Prepared weekly and monthly cash flow statements, financial ratio analyses, and KPI dashboard updates, contributing to data driven management decisions.
- Ensured timely principal and interest payments and monitored Debt Service Reserve Account requirements for existing loan facilities.
- Oversaw daily fund monitoring, ensuring optimal cash positions and readiness for all planned payments.
- Identified surplus funds for investment, negotiating favourable interest rates for short-term deposits and money market funds.
- Managed foreign currency hedging for capital expenditure (CAPEX) payments, coordinating with the Facility and Engineering department.
- Monitored hedging contracts, preparing all necessary documentation and ensuring compliance with Treasury policies.
- Validated fund placements, handled Treasury General Ledger transfers, and produced daily fund positions.
- Led weekly and monthly bank reconciliations, resolving reconciling items promptly and meeting KPI targets.
- Ensured timely preparation and reconciliation of cashbook, interest income, and fixed deposit records.
- Produced detailed monthly reports, including hedging reports (Fair value, Mark-to-market, settlement), and other journal vouchers.
- Maintained comprehensive Treasury records to facilitate audits and due diligence exercises.
- Evaluated banking proposals for new Treasury products and services, preparing business papers for management approval
- Managed cash inflows and outflows, optimizing cash flow management to maximize financial flexibility.
- Handled daily cash movements, bank transfers, and related documentation, ensuring smooth payment processes for the group of companies.

**Internship, Revenue Collection [February 2016 - May 2016]****Finance Department, Bursa Malaysia Berhad**

- Proactively followed up with customers on outstanding balances, achieving a collection of over RM300,000 in long-standing debts, earning recognition for the accomplishment.
- Communicated effectively with customers via phone and email, resolving inquiries and ensuring prompt payment.
- Investigated and resolved customer issues, enhancing the overall customer experience and satisfaction.
- Managed the Finance AR group email, ensuring timely responses and accurate record keeping.
- Utilized the SAP AR module to maintain accurate accounts receivable records and streamline financial operations.
- Drafted and dispatched reminder letters to customers with overdue balances, accelerating the recovery process.

**AA Kemahiran Sdn Bhd**  
AI Industrialism In Logistics And Handling Of Supply Chain  
August 2025

**University Tenaga Nasional (UNITEN) / Muadzam Shah, Pahang**  
Bachelor of Finance (Hons.)  
2014 -2016  
Grade: 1<sup>st</sup> Class ; CGPA 3.68/4.00

**University Teknologi MARA (UiTM) / Dungun, Terengganu**  
Diploma in Investment Analysis  
2010 -2013

**Sijil Pelajaran Malaysia (SPM) / Temerloh, Pahang**  
Sekolah Menengah Teknik Temerloh  
Civil Engineering  
2009

2016: 1. Selected Journal in final year project and published in a public academic forum with titled “Stocks’ Free Float Rate and Profitability: The Implication On The Stock Prices Of GLCs and Non-GLCs Listed Banks In Malaysia”

2. Earned Silver Award for Outstanding Academic Leadership Achievement

2014 – 2016: Consistently recognized for **Outstanding Academic Achievement – Dean’s List Honor Award**,Universiti Tenaga Nasional

2015: Achieved **8th place in the UNITEN Investment Challenge**, demonstrating strong analytical and financial skills.

2013: Awarded for **Outstanding Academic Achievement** with the **Dean’s List Award** at Universiti Teknologi Mara (UiTM).

OTHERS INFO

HOBBIES

- Champion PTP Innovative Challenge Year 2023**  
*Recognized for driving creative solutions and impactful improvements.*
  - Awarded Best Employee for Q1 2022**, Financial Operations Department
  - Honored as Top Employee of the Month (2022)** at PTP, recognized for exemplifying the company’s Empowerment core value and setting a high standard for peers.
  - Completed Lean Level 1, 2 & 3 Certificate in Year 2019**
  - Change Agent for Department Financial Operations 2019 until 2023**
- Sports | Shopping | Cooking | Traveling

SKILLS

Computer Skills

- Advanced in Microsoft Office (Excel, Word, PowerPoint)
- Adapted to Microsoft 365 Apps

System Knowledge

- Ramco ERP
- Navis XPS
- IQMS System

- Oracle
- Navis N4
- SAP

- HBT (Berth Plan)
- Billing Portal

Soft Skills

- Communication and Negotiation
- Team Leading and Teamwork
- Data Analysis and Reporting
- Time Management
- Proactive Problem Solving
- Attention to Details

LANGUAGES

English [Writing & Speaking]

Malay [Writing & Speaking]

REFERENCES

**Alex Chong Woon Fui**  
Head of Financial Operation  
Pelabuhan Tanjung Pelepas Sdn Bhd  
Contact No: 019 – 734 8995  
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**Ts. Mohd Khaidzir Farhan Abidin**  
Senior Manager Transformation / Head of Vision & Strategy  
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