



SITI ATIKAH BINTI JAMALUDIN



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Kuala Lumpur,
Malaysia

EDUCATION

**Universiti Teknologi MARA
(UiTM)**

*Bachelor of Science in
Information Studies (Hons)*

*Information System
Management*

CGPA 3.32 of 4

LANGUAGE

- Malay - Native, Fluent
- English - Fluent
- Korean - Reading &
Basic conversation level

SOFTWARE SKILLS

**Video Dubbing &
Captioning:**

SubtitleEdit, Camtasia

Computer Programs:

Microsoft Office (Word, Excel, PowerPoint, Visio etc), Oracle Forms and Reports Developer, Aqua Data Studio, Microsoft SQL Server Management Studio, Microsoft Visual Studio, Microsoft Visual Basic, Crystal Report

Web Apps /Web Services:

Teambinder, Complypro

ABOUT ME

IT professional with 7 years of experience in various IT related fields including and not limited to project management, voice recording, video editing & captioning, system testing, system management and basic programming.

Technologically adept, offering skills and experience with a variety of software, programs and computer skills. Key strengths include strong attention to detail and willingness to learn and develop professionally.

WORK EXPERIENCE

2020 -
Present

Project Executive

Xcel Itech Sdn Bhd

Projects involved : 1) UniKL Train Simulator

**2) Malaysian Army Tank Simulator
System Visual Upgrade**

- Administer and participate in meetings before and after an event to construct and deconstruct plans/strategy.
- Produce meeting minutes that act as guideline for upcoming scheduled tasks.
- Coordinate teammates and subcontractors movement to ensure optimal level of client satisfaction.
- Manage and monitor performance of team members and other related personnel involved in the project.
- Act as the point of contact between client, subcontractors and project team.
- Receiving and responding to approvals and notifications regarding project assigned.
- Maintain professional relationship with all clients and related personnel.
- Prepare reports and documentations related to the projects.
- Manage all relevant project document and ensure compliance of all contract requirement.
- Produce instructional documentation on how to use the simulators.
- Provide technical support to all projects assigned.



WORK EXPERIENCE

2019 -
2019

IT Web Application Support

IHM Sdn Bhd

- Installing, configuring, monitoring and maintaining company's computer networks, software, systems & applications to ensure its efficiency.
- Planning and undertaking scheduled/unscheduled system maintenance upgrades.
- Responding to services issues and requests.
- Provide prompt and accurate feedback to users.
- Provides technical support across departments.
- Diagnose, troubleshoot and solve technical issues including software faults, account setup and network configuration.
- Maintain cooperative relationships and strong communication skill to best assist users and solve their problems.
- Instruct users (remotely) on how to perform technological maintenance.
- Prepare accurate and timely reports.
- Update company's website whenever necessary

2015 –
2019

QA Executive

Masterplan Consulting Sdn Bhd

Projects involved : 1) KLIA ACAM Project

2) LRT3 Project (AFC Team)

3) Malaysian Air Force SPKB Project

- Monitor and supervise production server performance and usage.
 - Perform backup on production server.
 - Responding promptly to breakdowns.
 - Documents and demonstrates solutions to users through developing documentations, flowcharts, diagrams, charts etc.
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- Monitor quality and progress throughout project development process using ComplyPro.
 - Liaise with related stakeholders on standards and requirements.
 - Identify and record any problem relating to the process and quality system.
 - Initiate, recommend or provide solutions to the process quality problems through designated channels.
 - Generate all relevant forms and checklists to be used in the execution of quality assurance and quality control works.
 - Assist QA/QC Manager in planning and conducting regular audit and quality inspections.
 - Establishing and disseminating the Quality Policy and Quality Objectives in accordance with ISO 9001.
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- Develop, modify and maintain the usability of system modules using Oracle Forms Developer, Oracle Report Developer, SQL Plus and Aqua Data Studio.
 - Provide user manuals and test scripts to perform tests on developed modules.
 - Cater to user problems regarding the modules of the system and perform software change request where applicable.
 - Maintain cooperative relationships with developers and communicate with both technical and nontechnical stakeholders.
 - Provide/produce instructional video tutorial for the newly upgraded system (SPKBR6) using Camtasia.



INTERNSHIP

2014 -
2014

Practical Trainee

Malaysia National Zoo

- Maintaining and updating Zoo Negara's website.
- Design artworks such as calendars and posters for upcoming events using Adobe Photoshop and Adobe Illustrator.
- Preparing, promoting and organizing events conducted by Zoo Negara.
- Provide technical and non-technical support to all events organized.

REFERENCES

Ir. Badrul Hisham Abdul Kahar

Chief Executive Officer, Xcel Itech Sdn Bhd
019-357 1972

Nor Fakhrina Mohd Muat

Customer Service Executive, IHM Sdn Bhd
013-890 4029

Yusnaidi Yusof

Project Manager, Masterplan Consulting Sdn Bhd
013-290 6273

HAVE A WONDERFUL DAY!