




# FATIN NUR NAJIDAH JASMANI

## BUSINESS ANALYST

 Puncak Alam  
 +6017 - 288 7957  
 fatinnurnajidah@gmail.com

### CAREER OVERVIEW

Experienced IT Project Coordinator with 3 years of hands-on experience in managing digital initiatives, including mobile application projects for prominent clients such as SP Setia. Adept in handling change requests, incident and service request ticketing, and ensuring compliance with ITIL processes for smooth IT operations.

### EXPERIENCE

#### BUSINESS ANALYST

Talent Corporation Malaysia Berhad

December 2023 - Present

- Managed system enhancements, change requests, and incident resolution across all MYNext modules, including requirements gathering, impact analysis, and issue tracking.
- Collaborated with Business Units to deliver stakeholder training, process documentation, and system walkthroughs, improving adoption and usability.
- Oversaw day-to-day system operations and acted as Project Management Officer (PMO) for departmental initiatives, coordinating timelines and deliverables.
- Generated and analyzed operational reports and key metrics to identify gaps and recommend improvements.
- Managed departmental finance and administrative tasks, including budget tracking, approvals, and compliance documentation.

#### PROJECT COORDINATOR

HTR Asia Sdn Bhd

October 2022 - Present

- Managed Services: Accountable to assist and response the inquiries from SP Setia (users) in using the system (SnagR) for their day-to-day activities.
- Change Management: Regularly monitoring progress and collecting feedback from Lembaga Zakat Selangor.

#### TRAINEE

Industrial Relations Department

Ministry of Human Resources

February 2022 - April 2022

- Analyze and evaluate cases from industrial court and generate relevance compensation decided in the court to be discussed with other officers.
- Applying basic knowledge relating to industrial relation in the organization during meeting.
- Executed various administrative task by helping other officers.

#### FREELANCER

iYuno Media Group Sdn Bhd

2020 - 2023

- Editing and translating movies or television series assigned by the team leader using MSXCloud software.
- Making sure all of the deadlines can be met within the time given.

### EDUCATION

2020 - 2022

UNIVERSITY TECHNOLOGY MARA SEREMBAN 3

Bachelor of Administrative Science

CGPA: 3.55

- Committee member of SULAM Community Project.

2018 - 2020

UNIVERSITY TECHNOLOGY MARA SEREMBAN 3

Diploma in Public Administration

CGPA: 3.33

- Exco of Documentation for Diploma in Public Administration Club (DiPac).
- Secretariat under Exco of Academic of Diploma in Public Administration Club (DiPAC).
- Head of Program for D'Vibes 2019 annual dinner.

### REFEREE

Selvandaran Rathakrishnan

Head of Department of Digital, Technology & Solutions of Talent Corporation Malaysia Berhad

Tel: (+60) 12 421 2105

Zaki Bin Ahmed Shuhaimi

COO of HTR Asia Sdn Bhd

Tel: (+60) 12 323 3985

### SKILLS

- Microsoft Office
- Adobe Reader
- Canva
- MSXCloud
- SnagR

### LANGUAGES

- Bahasa Melayu - Fluent
- English - Fluent