



NOOR AQILAH AB RAZAK

QUALITY ASSURANCE/CONTENT MODERATOR/CUSTOMER
EXPERIENCE/ACCOUNTING

📍 Damansara Utama, Petaling Jaya,
47400, Malaysia

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ABOUT ME

As a detail-oriented professional, I bring a rich tapestry of experience that spans quality assurance, content moderation, customer support, and accounting. My strong analytical skills are matched by a meticulous problem-solving approach, ensuring that quality standards are met and regulatory compliance is maintained. I take pride in delivering exceptional customer service and have a proven ability to identify and resolve issues with efficiency. Adept at juggling multiple tasks in high-pressure environments, I consistently maintain accuracy and a keen attention to detail. My adaptability and versatile skill set equip me to thrive in a variety of roles, making me an invaluable addition to any team or organization.

SKILLS

COMPUTER LITERACY

MS OFFICE (WORD, OUTLOOK, EXCEL
ADVANCED, ETC)

MYOB ACCOUNTING SYSTEM

SAP SYSTEM

ZENDESK CUSTOMER SERVICE

PHOENIX - CUSTOMER SERVICE

GAMMA - CUSTOMER SERVICE

TCS

LANGUAGES

MALAY

ENGLISH

WORK EXPERIENCE

BYTEDANCE
Kuala Lumpur
Mar 2022 - Mar 2024

Sampling Quality Assurance

- Orchestrated a robust quality framework tailored to diverse business models by synchronizing efforts across regions and stakeholders.
- Spearheaded the adoption of policies and processes to foster a constructive work atmosphere, bolster team spirit, and celebrate staff accomplishments.
- Analyzed quality discrepancies, performed root cause investigations, offered strategic insights, formulated enhancement strategies, and partnered with the operations team to elevate quality standards.
- Collaborated seamlessly with various departments to provide immediate solutions to pressing business requirements.
- Generated and interpreted statistical data to provide actionable insights on quality metrics.
- Ensured clear and timely communication of updates and progress to team members, trainers, and management.
- Employed problem-solving expertise to devise optimal solutions for emerging challenges.
- Facilitated smooth onboarding for new hires by leveraging established procedures.
- Contributed to pivotal projects aimed at business improvement, including in-depth root-cause analysis, service readiness initiatives, and tool development, as directed by leadership.
- Conducted regular weekly, monthly, and bi-monthly reviews with teams and internal stakeholders to maintain continuous alignment.
- Served as the primary point of contact (POC) within the team, ensuring efficient communication and issue resolution.

BYTEDANCE
Kuala Lumpur
Jun 2020 - Feb 2022

Content Moderator

- Spearheaded the moderation of sensitive content, including violence, animal cruelty, hate speech, and child exploitation, by rigorously reviewing 200 videos/hr to maintain a safe online environment.
- Diligently ensured adherence to community guidelines by meticulously scrutinizing user-generated content across various media formats.
- Played a pivotal role in safeguarding legal compliance and content integrity on the platform by identifying and addressing violations promptly.
- Championed the development and enforcement of robust standards to bolster the security of our digital communities.
- Strategically enhanced content management protocols for short video platforms, elevating user experience and platform safety.
- Coordinated effectively with supervisory teams to expedite the resolution of policy breaches, ensuring swift content regulation.

GRABFOOD SG
Petaling Jaya

Customer Experience Specialist

EXTRA-CURRICULAR ACTIVITIES

COLLEGE REPRESENTATIVE COMMITTEE

UITM

JAN 2011 - JAN 2012

Participants in UITM Event Management Workshop 2011

SECRETARY MALAY LANGUAGE AND CULTURE CLUB

JAN 2008 - JAN 2008

Secretary of Malay Language And Culture Club 2008

VICE PRESIDENT HOCKEY CLUB

JAN 2008 - JAN 2008

Vice President of Hockey Club 2008

ASSISTANT TREASURER CADET POLICE CORPS

JAN 2008 - JAN 2008

Assistant Treasurer of Cadet Police Corps 2008

NATIONAL SERVICE GOVERNMENT

DEC 2008 - FEB 2009

PERSONAL DETAILS

Date of birth

18 Mar 1991

Nationality

Malaysian

Visa status

Malaysian Permanent Residence

Marital status

Single

- Delivered exceptional Customer Experience to passengers, merchants, and drivers, ensuring satisfaction and loyalty.
- Provided prompt support via phone calls and email, addressing customer inquiries and issues effectively.
- Accurately completed documentation for each customer interaction, maintaining high-quality service records.
- Maintained up-to-date knowledge of Grab's promotions, incentives, policies, and procedures to provide informed assistance.
- Resolved product or service issues by diagnosing problems, empathizing with customers, and offering tailored solutions, ensuring swift and effective resolution.
- Consistently met or exceeded key performance metrics, contributing to team and individual success.
- Demonstrated flexibility by adapting to changing shift schedules and working during weekends and holidays.
- Guided drivers and passengers in utilizing Grab's products, enhancing user experience.
- Managed service enquiries and disputes, delivering excellent customer service and maintaining positive relations.
- Fostered community building by maintaining good relationships with drivers and passengers.
- Delivered top-tier customer experiences
- Handled calls & emails, ensuring support
- Resolved issues, maintained satisfaction
- Met key metrics, upheld service standards

PRUDENTIAL SERVICES ASIA SDN BHD

Malaysia

Mar 2017 - Aug 2017

Accounts Payable Executive

- Expertly review and verify invoices alongside check requests for accuracy.
- Efficiently sort, code, and match invoices to streamline payment processes.
- Prepare invoices for payment with precision and timely execution.
- Skillfully enter and upload invoices into the system for record-keeping.
- Manage and track expenses, processing detailed expense reports.
- Execute electronic transfers and payments with a high level of accuracy.
- Conduct check runs, ensuring reliable and consistent payment cycles.
- Post financial transactions to journals, ledgers, and records with meticulous attention to detail.
- Reconcile accounts payable transactions to maintain financial integrity.
- Perform thorough analysis of accounts to support financial oversight.
- Vigilantly monitor accounts to guarantee timely payment updates.
- Resolve invoice discrepancies and issues through proactive research.
- Maintain comprehensive vendor files for streamlined operations.
- Engage with vendors professionally, ensuring responsive communication.
- Generate precise monthly reports to inform financial status.
- Assist with month-end closing procedures, contributing to financial accuracy.
- Provide essential documentation to support audit processes.
- Process staff and AMEX claims with diligence, ensuring accurate payment.

BLU WATER STUDIO SDN BHD

Malaysia

Feb 2016 - Oct 2016

Accounts Assistant

- Spearheaded bank reconciliation processes for Blu Water Studio Sdn Bhd and its affiliates.

REFERENCES

YEAP YU ZEE

Bytedance

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NISHA PAUL

Bytedance

T: +60 12 941 0411

ARIL SHAHARUDDIN

Bytedance

T: +60 16 887 1387

EDDY EZZRY BIN SURIYA

KENCHANA

GrabFood Singapore (Malaysia)

T: +60 18 282 2526

KENNETH NG

AIA Singapore Pte Ltd

T: 03-27422656

GOH WAN CHENG

Blu Water Sdn Bhd

T: 03-21634689

JUDY BOEY

Edukate Learning Centre Sdn Bhd

SITI AZNIZA BT AZNAM

Kulicke & Soffa OHQ (Malaysia)

Sdn Bhd

T: 012-3731271

EDUKATE LEARNING CENTRE SDN BHD

Malaysia

Aug 2014 - Dec 2015

KULICKE & SOFFA OHQ (MALAYSIA) SDN BHD

Malaysia

Apr 2012 - Feb 2013

- Trained in comprehensive account management, including financial reporting, invoicing, and ledger maintenance for statutory compliance.
- Delivered timely and precise monthly financial and operational reports.
- Managed transaction processing, encompassing invoicing, journal entries, employee reimbursements, and statement reconciliations.
- Directed daily accounting operations and team supervision, enhancing procedural efficiency.
- Established and maintained robust internal control systems to guarantee accurate accounting records.
- Contributed to the administration of new subsidiary companies and associates.
- Executed various ad-hoc projects as needed.
- Ensured billing accuracy by verifying charges against orders and resolving discrepancies.
- Inputted and managed accounting data within automated systems.
- Accurately posted financial transactions to designated accounts in automated accounting software.
- Developed and maintained spreadsheets, performing essential calculations for data analysis.

Accounts Executive

- Managed comprehensive accounting functions for Edukate Learning Centre Sdn. Bhd. and affiliates, including financial reporting, bank reconciliations, and asset management.
- Ensured accuracy and punctuality in monthly financial and operational report delivery.
- Handled banking transactions with precision and liaised effectively with auditors, tax agents, and government bodies.
- Supervised accounting team operations, fostering procedural enhancements for increased efficiency.
- Upheld stringent internal financial controls and compliance measures.
- Contributed to financial project management as directed by the board of directors.
- Supported office administration and operational needs.
- Played a key role in the administration of new subsidiary companies or associates.
- Reported directly to the Centre Director, ensuring clear communication of financial matters.
- Tackled ad-hoc tasks and projects with adaptability and initiative.

Account Assistant, Accounts Payable

- Reconciles processed work by verifying entries and comparing system reports to balances.
- Charges expenses to accounts and cost centers by analyzing invoice/expense reports; recording entries.
- Pays vendors by monitoring discount opportunities; verifying federal id numbers; scheduling and preparing checks; resolving purchase order, contract, invoice, or payment discrepancies and documentation; ensuring credit is received for outstanding memos; issuing stop-payments or purchase order amendments.
- Pay employees by receiving and verifying expense reports and requests for advances; preparing checks.
- Maintains accounting ledgers by verifying and posting account transactions.
- Verifies vendor accounts by reconciling monthly statements and related transactions.
- Maintains historical records by microfilming and filing documents.
- Disburses petty cash by recording entry; verifying documentation.

- Reports sales taxes by calculating requirements on paid invoices.
- Protects an organization's value by keeping information confidential.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes accounting and organization mission by completing related results as needed.

**TROPICANA LIFE
BOUTIQUE, ONE
UTAMA SHOPPING
CENTRE BANDAR
UTAMA**
Bandar Utama
Dec 2009 - Dec 2010

● **Promoter, Cashier**

- Engaged and entertained customers to enhance their shopping experience.
- Efficiently managed cash transactions and maintained accurate financial records.
- Conducted thorough stock checks to ensure product availability.
- Proactively managed inventory by initiating stock reordering processes.

EDUCATION

**UNIVERSITI
TEKNOLOGI MARA,
MALACCA CITY
CAMPUS**
Malaysia
2015

● **Bachelor in Business Administration (Hons) in Finance**

- GCPA 2.57, commitment to excellence

**UNIVERSITI
TEKNOLOGI MARA,
JENGA CAMPUS**
Malaysia
2012

● **Diploma in Banking**

CGPA : 3.23

**SMK DAMANSARA
JAYA**
Malaysia
2008

● **SPM**

Grade: 3A 3B 2C 2D