



**Dr Aminah Ahmad**

**Senior Manager, Customer Solutions & Governance**

**Alumni UiTM Sabah**

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## **Education**

2019-2022	Doctor of Business Management, UiTM Sabah
2017-2019	Master of Business Management, UiTM Sabah
2000-2002	Degree of Business Studies (Finance) UiTM Shah Alam
1996-2000	Diploma of Business Studies, UiTM Sabah

## **Experiences**

July 2023	Collaborating Teaching with UiTM Sabah on Developing a Strategy in Empowerment of Youth in Malaysian.
May 2021	Guest Speaker with UiTM Sabah on Alumni Talk: Excellency Through Productivity.

## **Professional Achievement**

2023	<b>Road to Certified Professional Coaching</b>
2022	<b>Marketing &amp; Product Development, Distribution Division</b> <ul style="list-style-type: none"><li>• Implementation of Work Mobile Management App – assign job of meter installation through phone and real time update of meter installation by technicians</li><li>• Developed Chatbot for mySESB app and live chat – go live Mac 2023</li><li>• In the midst of enhancement seamless payment for mysesb app</li><li>• Team Leader for realignment of new structure customer service department</li></ul>
2018	<b>Regulatory Economics &amp; Management Division</b> <ul style="list-style-type: none"><li>• Involved in Implementation of Incentive Based Regulation (IBR) for SESB RP1</li></ul>

- 1<sup>st</sup> time & pioneer in submission Performance Indicator 2018 to ST

2017

#### **Procurement Division**

- Digitalise tender documents from 2009-2017 using DMS
- Upgrade Customer service counter at Procurement
- 100% resolved audit procurement issues

2016

#### **Distribution Division**

- 1<sup>st</sup> Opening SESB One (1) Stop Centre at UTC Sembulan
- Improve New Service Connection process to SESB Labuan, Sandakan, Lahad Datu and Tawau
- Committee member for preparation of Kod Tataamalan PDPA 2016 – Carta Pemproses Data Peribadi dalam Lampiran 2, page 42 dimasukkan dan digunapakai oleh TNB, SESB & SEB
- 2015 - Team Leader for Goods Service Tax (GST) – Distribution
- 2014 - Team Leader for Tarif Revision January 2014
- 2013 - Revision NSC application Form Selaraskan dengan Pindaan Akta Bekalan dan New Tariff rate July 2011
- Revise Bank Guarantee Format