



PROFESSIONAL MEMBERSHIP / TRAINING:

COACHING 3.0 ESQ TRAINING – ONGOING CERTIFICATION
 LIFE COACHING TRAINING BY PROF MUHAYA
 EXPORT STRATEGIES
 COSTING INTERNAL TRAINING
 PROJECT APPRAISAL & RISK MANAGEMENT
 EFFECTIVE PROJECT MANAGEMENT TRAINING
 CMMI INTERNAL TRAINING
 QAD SYSTEM TRAINING
 JUMP START YOUR SUPERVISORY SKILLS
 MANAGEMENT IN PRACTISE
 INTERNATIONAL COMPUTER DRIVERS LICENCE (ICDL) CERTIFIED
 PEOPLESFT INTERNAL TRAINING
 SERVICE MANAGEMENT INTERNAL TRAINING
 TAFIS MODULE INTERNAL TRAINING
 EFFECTIVE ENGLISH FOR BUSINESS (2011)
 SERVICE AND TELEPHONE ETIQUETTE TRAINING
 CUSTOMER SERVICE FORUM
 FIRST AID TRAINING

CONTACT

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HOBBIES

Sports
 Travel
 Cooking
 Cultural activities

PG NORFATIMAH PG HJ MULEK

HR & Trading Manager

A c c o m p l i s h m e n t s :

Life coaching and coaching 3.0 training – completed

ISO 22000:2018 implementation and factory certified – Lead

Set up of operations, HR and trade unit and its processes – also restructuring where applicable for all 3 companies (BOT, JETS, LF)

Appointed as director for the other 3 companies (Longyuan Loners, Everbright, JETS)

Close deal and start export operations in Ghanim & LF – China and Singapore, Local Market Royal Brunei Airlines

IT manager: Responsible in overseeing IT unit and projects and budget reviewing and reduction – managed to cut more than 50% of the monthly cost. Project email migration and website upgrade

QAD system implementation, QAD training – UK office, Birmingham

CRM implementation (BAG networks)

Business process for comms & service centre design (Project)

CSU lead, TAFIS trainer and involvement in various projects

Appointed as Incident Manager

EDUCATION

Universiti Brunei Darussalam

2003-2007

Bachelor of Arts in Economics, minor Accounting and Finance

Maktab Duli Pg Muda Al-Muhtadee Billah (College)

2000 - 2002

GCE 'A' Level: 2 'A' Level

WORK EXPERIENCE

Lianfeng Investment Sdn Bhd, Blue Ocean Tech Sdn Bhd, Jets Sdn Bhd, HR & Trading Manager (GLC company)

2018 – Dec 2025: opportunity to be involved in various projects with different business nature
 Overseeing and managing HR department & Trading (import and export)

Had opportunities to be involved in various projects and exposures in different areas

ISO 22000-2018 Implementation – Project lead

Meeting with Ministers & directors, together with Director Management team

Appointed as Director in 3 different companies – Projects WIP - Aqua + solar projects, Forest carbon projects.

Ghanim International Corporation, Export Manager (GLC company: Bruneihalalfoods brand)

April 2012 – Nov 2018: had opportunity to learn and be involved in various areas

Export Manager – Overseeing export market and opportunities, expos

IT Manager cum Sales and Marketing - Oversee the IT departments, propose, procure, and implement system. QAD, Finance system, email, website etc

Business Application IT officer – QAD ERP implementation, overseeing and managing UK Branch QAD

BAG Networks (B, Customer Service Unit Team Lead (GLC company currently known as Dynamik Sdn Bhd)

Oct 2007 - May 2012

Started as Customer service analysts for Brunei Accenture group, offered to join application team and promoted to Customer Service lead and involved in various projects. Leading and overseeing customer service team, Lead Trainer for TAFIS system, Work closely with Ministry of Finance and other users of TAFIS. Reporting to CEO and attended senior officers meeting in Min of Finance for TAFIS matter

Royal Brunei Airlines Sdn Bhd, Traffic Assistant (Part-time)

March 2003 – July 2003 – Further Studies

SKILLS

