

Shabenah Bee Bt Mohd

Microsoft
CERTIFIED
Trainer



PERSONAL INFORMATION

- NRIC : 780107-01-5756
- Address : No 870, Jalan Cengal 16, Bandar Putra, 81100
Kulaijaya, Johor
- Contact No : +601127756785
- Email Add : Shabenah@gmail.com
- Status : Married
- Nationality : Malaysian
- Designation : Corporate IT & Soft skill Trainer / Motivational Speaker

PROFESSIONAL SUMMARY

Diligent and dedicated Computer Science educationist with 18+ years' experience in ICT and soft skill training especially for private and government agencies around Malaysia and Singapore. Track record of consistently building the participants' calibre and knowledge in Information Technology, Business Communication and Self-development skills. Committed to provide high quality corporate training at all levels. Profound ability to develop productive and effectual lesson plans based on the curriculum and executing the same.

- Substantial knowledge of age specific effective teaching and instructional strategies.
- Solid experience in supervising ICT related practical projects as client's requirement.

AREAS OF ADVANCEDISE

- Training Needs Analysis (TNA)
- Power Business Intelligence (BI) for Desktop
- Power Bi Services
- Power Tools – Power Query, Power Pivot, Power Map

- Computer Courses –Microsoft Office Application Ver. Office 365, 2019,2016,2013,2010
 - Power BI for Desktop
 - Power BI Services
 - Power Bi Mobile
 - Power Query
 - Power Pivot
 - Power Tools in Excel and BI
 - Data Analysis and Interactive Dashboard Reporting in Excel
 - Build SQL Queries with Excel
 - Microsoft Excel (Basic – Advanced Level)
 - Microsoft Word (Basic – Advanced Level)
 - Microsoft PowerPoint (Basic – Advanced Level)
 - Microsoft Access(Basic – Advanced Level)
 - Microsoft Project (Basic – Advanced Level)
 - Microsoft Visio (Basic – Advanced Level)
 - Microsoft Publisher (Basic – Advanced Level)
 - Microsoft OneNote 2013 (Basic – Advanced Level)
 - Microsoft Outlook (Basic – Advanced Level)
 - Adobe Photoshop (Basic – Advanced Level)
 - Adobe Acrobat (Basic –Advanced Level)
 - Adobe InDesign (Basic – Advanced Level)
 - Adobe Flash (Basic – Advanced Level)
 - Adobe Premier (Basic – Advanced Level)
 - Adobe Illustrator (Basic – Advanced Level)
 - Web Designing
- Other Special Customized IT Courses
 - Microsoft Excel Advanced Functions and Formulas
 - Managing Database with Pivot Tables and Pivot Charts
 - Data Analysis and Business Modelling with Excel
 - Excel For Statistical Data Analysis Training Course
 - Excel For Project Managers
 - Finance and Microsoft Excel for Entrepreneurs
 - Power Pivot for Excel 2013
 - Power Excel - Analysing Data to Make Business Decisions
 - Microsoft Office 2013 - Streamlining Tasks
 - Excel 2013 - Formula and Functions

- Soft Skill Courses – Business and Language Skills
 - Effective Business Communication Skills
 - Effective Presentation Skills
 - Effective English Communication for Executives
 - Effective English Communication for Non-Executives
 - Malay Language for Expatriates
 - Effective Negotiation Skills

- Classroom Management
- Questioning Techniques
- Curriculum Setting & Lesson Planning
- Pre & Post Training Assessment
- Effective Customization of Training Methodologies
- Computer Lab Setup
- After - Class Online Assistance
- Corporate Training & Presentation Skills
- On-Site Training Preparation
- Developing and Enhancing Training Material

KEY ACCOMPLISHMENTS

- Enhanced overall class performance through practical implementation
- Introduced new courses & prepared course objectives and outlines for the new courses
- Designed and improvised ICT syllabus for groups of corporate clients
- Coached group of participants from min 2 – max 50 pax each session
- Highly experienced in training professionals, corporate clients from Private and Government Agencies, university & college graduates, teachers, entrepreneurs, school students and non-profit organizations.
- Provided a variety of planned learning experiences using a variety of media and methods in order to motivate students
- Capable of describing and implementing basic troubleshooting techniques
- Well acquainted with selecting, connecting and using appropriate peripherals associated with; The School LAN, Computer lab server, Classroom based PCs, Networks
- Track record of using web-based resources correlated to the core curriculum to improve instruction
- Exceptionally vigilant in assessing staff computing deficiencies and creating training opportunities

- Thorough understanding of designing and delivering student learning activities integrated with computing and/or instructional technology
- Filed a report summary after each class and follow up with Case Managers
- Maintained professional competencies in the subject area and currency in instructional methodologies through professional associations and professional development

RELEVANT EXPERIENCE

Year 2002 — Present

Corporate Trainer (Part Time / Full Time / Freelance)

- Implement standardized curriculum as organized by the Human Resource Development Department.
- Teach hundreds of computer and soft skill classes to increase the employability of students (trainees).
- Maintain a database record for all trainees in my classes including attendance & performance
- Submit written report after each class to follow up with Case Managers
- Conduct orientation sessions weekly for new recruits
- Work as a pivot between staff and clients
- Researched and prepared program materials, FAQs & user guides
- Provided telephone & email support to faculty and student users
- Developed training materials, delivered orientation and training sessions
- Maintained on-line information on web sites and social media such as Facebook.Com
- Assisted faculty with use of instructional technology to support educational goals
- Plan and deliver lessons as per the given curriculum, incorporating interactive activities where possible
- Supervise computer & business management based projects
- Collaborate with other teachers to allow technology integration in all classrooms
- Facilitate lead teacher in lesson delivery
- Communicate home assignments to students and collect the home-work
- Mark notebooks and maintain individual academic record for each student

OTHER PROFESSIONAL EXPERIENCE

1. SEGI University College (Administration Office, Johor Bahru)
 - a. Position : Centre Manager
 - b. Specialization : Management / Sales & Marketing
 - c. Role : Management / Training / Education

2. New Horizons Corporate Learning Center (Johor Bahru)
 - a. Position : Group Account Manager / Marketing Manager
 - b. Specialization : Sales / Corporate Training
 - c. Role : Management / Training / Education

3. Cosmopoint Group of Colleges
 - a. Position : Group Account Manager
 - b. Specialization : Management / Sales & Marketing
 - c. Role : Management / Training / Education

4. Informatics Group of Colleges
 - a. Position : Corporate Sales Manager
 - b. Specialization : Sales / Corporate
 - c. Role : Regional Sales

5. SAL Group Of Colleges
 - a. Position : IT Lecturer / Marketing Coordinator
 - b. Specialization : Education
 - c. Role : Management / Training / Education

EDUCATION HISTORY

2008 Bachelor of Information System (UNITAR)

2002 Diploma in Information Technology (UKM)

PROFESSIONAL CERTIFICATION

- Microsoft Certified Trainer
- Microsoft Office 2016 Specialist
- Certified Virtual Learning Caster (VLC19)
- LEAD Internal Audit Certification (2018)
- Train the Trainer (TTT) (PSMB)
- International English Language Testing System (IELTS) (2000)
- Kursus Pengendalian Pra Sekolah 2011 (2011)
- Certification In Business Studies (LCCI) (1996)
- Certification In Business Communication (LCCI) (1996)
- Certificate of Achievement in Internal Quality Audit (ISO9001:2000 Standards)
- MOS – Microsoft Office Specialist (New Horizons)
- Excel 2010 Transition from Excel 2003 (Basic – Advanced Level)

ABILITIES & CHARACTERISTICS

- Strong leadership skills to lead students with the courses
- Responsible, enthusiastic and patient
- Multi Lingual :
(Proficiency : 0=Poor - 10=Excellent)

LANGUAGE	SPOKEN	WRITTEN
English	10	10
Malay	10	10
Tamil	10	1
Chinese	4	0

- Excellent management skills
- Presentable & strictly adheres to rules & regulations
- Strategic Thinking , Planning & Executing
- Project Management Skills
- Effective Oral and Written Communication Skills
- Analytical Thinking & Innovative

TRAINING HISTORY

- Jabatan Perdana Menteri Malaysia
- Suruhanjaya Syarikat Malaysia (SSM)
- Sedafiat Sabah
- PSMB Johor
- Flextronics Johor
- Dyson Johor
- ST Microelectronics, Muar
- Mattel Hot Wheels (Malaysia)
- Western Digital Sarawak
- Jabatan Perhakiman Syariah Selangor (JPSS)
- Malaysia Export Academy
- Beyonics Malaysia
- Tiong Nam
- Yongnam Engineering Sdn Bhd
- Yinson Sdn Bhd
- Yamakuchi (M) Sdn Bhd
- Woodsfield Timber Industries Sdn Bhd
- Value Train Sdn Bhd
- V.S Industry Berhad
- UTM-SPACE,SKUDAI
- University Science Malaysia (USM)
- Universiti Teknologi Malaysia (UTM)
- Universiti Sains Malaysia (Penang)
- UMICORE Sdn Bhd
- UEM Sunrise Johor
- TV3 - Pentas Utama
- Tractors Manufacturing & Assembly Sdn Bhd
- TNH Metal Engineering Sdn Bhd
- TKR Precision (M) Sdn Bhd
- Titan Petrochemical (M) Sdn Bhd
- Tenaga Nasional Berhad (TNB)
- Technip (AsiaFlex Products Sdn Bhd)
- Tanjung Pelepas Port (PTP)
- Tanjung Langsung Port (TLP) Johor
- Taisin Electric Cables (M) Sdn Bhd
- Sunway Juarasama
- SUHAKAM
- Southern Lion (M) Sdn Bhd
- South Waste Management (SWM) Sdn Bhd
- South Malaya (J) Printing & Carton Sdn Bhd
- Solectron Technology Sdn Bhd
- Sofitel Hotel (Senai)
- SME Group
- Sistem Air Johor (SAJ)
- Sindora Berhad
- SIME DARBY KEMPAS Sdn Bhd
- Sime Darby Industrial Sdn Bhd
- SHARP Manufacturing Malaysia
- SHARP (MALAYSIA)
- Senai Seagate Industries (M) Sdn Bhd
- Senai Airport Terminal Services Sdn Bhd
- Sal Group of Colleges
- Rushoe Coating Resources Sdn Bhd
- RISDA (Hotel Sri Malaysia , Penang)
- Puteri Specialist Hospital (Johor) Sdn Bhd
- Puteri Pan Pacific Hotel
- Public Utilities Board, Singapore
- PTP One-Subsea Chemical
- Proton Malaysia
- Polis Diraja Malaysia (PDRM)
- PNB Commercial Sdn Bhd
- Pinewood Malaysia -IRDA Presentation
- PHHP Marketing Sdn Bhd
- Phhp Marketing (M) Sdn Bhd
- PGEO Edible Oils Sdn Bhd
- Petrochemicals Technology (M) Sdn Bhd
- Persatuan Guru-guru Sekolah Menengah
- PERKESO
- PERISIND Holdings
- Pelangi Management Services Sdn Bhd
- Pelabuhan Tanjung Pelepas , Johor
- Pelabuhan Tanjung Pelepas (PTP)
- Pelabuhan Tanjung Pelepas
- PCA Technology (M) Sdn Bhd
- Panasonic Malaysia
- Pan Century Edible Oils Sdn Bhd
- Pacific Oleochemicals Sdn Bhd
- Nota Asia Sdn Bhd
- Natural Oleo Chemicals
- NAM KEE Trading & Transport S/B
- N.K Rubber Sdn Bhd
- Muzium Johor

- MMI Industries
- MMHE
- Mitsubishi Electric (M) Sdn Bhd
- Ministry of Finance (Putrajaya)
- Mewaholeo Industries Sdn Bhd
- Maybank
- Malaysia Marine and Heavy Engineering
- Lion Eco Chemical Sdn Bhd
- Lembaga Urus Air Selangor
- KUB Malaysia Berhad
- Kota Kiswire Sdn Bhd
- Kota Kiswire
- Kota Iskandar Johor (ICT Johor)
- Kiswire Sdn Bhd (PG)
- Kiswire Sdn Bhd (HQ)
- Kiswire Sdn Bhd
- Kerry Services Sdn Bhd
- Kerry Ingredients (M) Sdn Bhd
- Kenwood (MALAYSIA)
- Johor Premium Outlet (JPO)
- Johor Corporation
- Jabatan Pendidikan Negeri Johor
- Jabatan Perangkaan Malaysia
- Jabatan Kemajuan Islam Malaysia (JAKIM)
- Iskandar Regional Development Authorities
- Iskandar Investment Berhad
- IOI Properties Berhad
- International Islamic University Malaysia (IIUM)
- IntelCom Networks Sdn Bhd
- Informatics PERKSA Sdn Bhd
- Indah Water Konsortium (HQ)
- IIUM Advanced Technologies
- IIAT, Universiti Islam Antarabangsa
- ICT, Iskandar Johor
- Hydro Aluminium Malaysia Sdn Bhd
- Hyatt Hotel (Johor)
- Hotel Selesa Sdn Bhd
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- HONDA – Melaka
- Hitachi Cable (Johor) Sdn Bhd
- Heidelberg (M) Sdn Bhd
- HB Glass & Aluminium Sdn Bhd
- Hanjin Shipping Sdn Bhd
- Giant Hypermarket Plentong
- Genting Properties Sdn Bhd
- Funai Malaysia R&D Sdn Bhd
- Fujitsu Sdn Bhd (Batu Pahat)
- First Engineering Precision (FEP) Sdn Bhd
- Felda Oil Products Sdn Bhd
- Felda - Johore Bulkiers Sdn Bhd
- FCI Connectors, SENAI
- Exxomobil Malaysia Sdn Bhd
- Escatec Mechatronics Sdn Bhd
- Epcos Sdn Bhd
- Eastern Plantation Agencies (EPA) Kulim Berhad
- E-Access Skill Center
- Dyson Sdn Bhd
- Digital Malaysia, Pasir Gudang
- Digital Malaysia Sdn Bhd
- DiGi Telecommunications
- Dairen Chemical (M) Sdn Bhd
- Creative Brass Sdn Bhd
- Construction Industry Development Board (CIDB) M'sia
- CIDB Malaysia
- Celestica Electronics (M) Sdn Bhd
- CCM Chemicals Sdn Bhd
- CAMERON - One SubSea (PTP)
- Calestica Sdn Bhd
- Boost On Learning Center (Kuala Lumpur)
- Beyonics Technology (Senai) Sdn Bhd
- Best Partner Sdn Bhd
- Altum Precision Sdn Bhd
- Akzo Nobel Sdn Bhd
- Aik Joo Can Factory Sdn Bhd

SIGNIFICANT ACHIEVEMENTS

- **Best IT Trainer for Microsoft Office Applications (2010) by NEW HORIZONS MALAYSIA.**
- **Consolation award for Informatics Nationwide Quest Project 2001 by Informatics Group of Colleges, Singapore.**

REMOTE TRAINING PHOTOS



FACE TO FACE TRAINING PHOTOS







CERTIFICATE OF EXEMPTION

This is to certify that

SHABENAH BEE BT MOHD

IC NO. 780107-01-5756

has successfully fulfilled all the requirements for

TRAIN THE TRAINER EXEMPTION

on

19 November 2013



Certificate Id

batfb0d46-17f6-46b2-91a0-a0c9abfd4613

Verify Authenticity

<https://capai.hrdf.com.my/verify?id=batfb0d46-17f6-46b2-91a0-a0c9abfd4613>





Microsoft Office Specialist

SHABENAH BEE MOHD

has successfully completed the requirements to be recognized as a Microsoft Office Specialist

Excel Expert

Word and Word 2019 Expert
Excel and Excel 2019 Expert

Date of achievement: July 12, 2020
verify.certport.com oFn8-uSj4

N. Satya
Satya Nadella
Chief Executive Officer



Microsoft Office Specialist - Associate

SHABENAH BEE MOHD

has successfully completed the requirements to be recognized as a

Microsoft Office Specialist - Associate

Word and Word 2019
Excel and Excel 2019
PowerPoint and PowerPoint 2019

Date of achievement: July 26, 2020
verify.certport.com wq5De-2FYh

N. Satya
Satya Nadella
Chief Executive Officer





