



NOR SHAZA ADRINA BINTI AZMAN

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PROFILE

Driven and accountable, with a background in Quality Assurance and Supply Chain Management. Proven ability to establish and maintain excellent communication and relationships with clients and peers. Adept at providing exemplary service, a team player supporting team members in achieving all company goals and objectives. Dedicated to identifying customer needs and delivering effective solutions. I would like to secure a more challenging position with my skills and experience to enhance my career growth. I work with true passion and committed to give my best at all times.

EDUCATION

Bachelor in Aircraft Engineering Technology (Hons) in Avionics

University Kuala Lumpur

Malaysian Institute of Aviation Technology, 2010 – 2014

SKILLS

Supply Chain Management
Project Management
Performance evaluation
Leadership/Communication skills
Team player
Quality Assurance
Safety Management System

Self-motivated
Fast-learner
Customer-oriented
Conflict Management

EXPERIENCE

Airbus Malaysia Customer Services Sdn Bhd,

Repair Order Specialist

December 2017 - Current

Scope of works, inter alia:

- Data reconciliation - To identify gaps in FHS portal, FHS MIS and ensure data accuracy
- identify all parts received in FHS pools (Kuala Lumpur, Miami, London, Hong Kong, Singapore), evaluate blocking points and confirm ownership, and normalizing situation in FHS system
- Perform daily Aircraft Configuration Desk (ACD) for FHS customers to simulate real-time removal and installation of parts on aircraft

- Manage daily requests for repair, loan and purchase orders for local and global Flight Hour Services customers
- Manage retrofit orders
- Liaise with internal stakeholders in resolving issues with ACD; errors in customer information, incorrect part information, non-FHS parts
- Resolve issues for parts in quarantine
- Liaise with global warehouse teams to evaluate the history or the extent of damaged parts
- Assure weekly KPI targets are achieved

Aerologica Sdn Bhd,

Buyer Executive

March 2017 - October 2017

Scope of works, inter alia:

- Secure relationships with suppliers and negotiate for competitive pricing
- Research, select and purchase products
- Process requisitions and update management on the status of orders
- Monitor stock levels
- Update inventory and ensure that stock levels are kept at appropriate levels
- Arrange transport of goods and track orders to ensure timely delivery
- Analyze market trends and anticipate future orders
- Coordinate with inventory team, management, and stockroom as required
- Overseeing the ordering and packaging process
- Overseeing arrival of shipments
- Assess quality of stock received and escalate any discrepancies to suppliers and management.

FlyFirefly Sdn Bhd,

Quality Assurance Executive

Feb 2015 – Feb 2017

Scope of works, inter alia :

- Investigate client feedback and non-conformance issues
- Analyze and monitor safety reports to identify areas for improvement in the quality system
- Develop, recommend and monitor corrective and preventive actions
- Evaluate audit findings and implement appropriate corrective actions
- Coordinate and support on-site audits conducted by external providers, and the Department of Civil Aviation Malaysia (DCAM)

- Monitor and schedule training standards or requirements for initial/recurrent/extension basis
- Monitor and review Safety Management System (SMS) process/safety reports and follow-up of the issues
- Oversight Quality Assurance Engineers' function during their absence
- Identify training and development needs within the Engineering department
- Develop and conduct appraisals for Engineering trainees

ACHIEVEMENTS

- Managed blocked goods receipt globally and Aircraft Configuration Desk - Current
- Managed global FHS Repair Order creation - Current
- Secured relationships with new suppliers offering contracts with competitive pricing - 2017
- Secured long-term Training Agreements with few Approved Training Organizations (ATO) - 2016
- Prepared and finalized the Management Training Organization Exposition (MTOE) to be submitted for Part-147 (Approved Maintenance Training Organization) by DCA - 2016

COURSES

- Finance Basics - 2021
- Project Management Awareness - 2021
- Quality Fundamentals - 2021
- Lean Fundamentals - 2021
- Customer Centric Awareness For Services - 2021
- Environmental Dimension of Sustainable Future - 2020
- Speak-Up Culture - 2020
- Anti Bribery & Corruption - 2020
- Ethics & Compliance - 2020
- MS Excel Advanced - 2019
- EU General Data Protection Regulation - 2019
- Export Compliance - 2019
- FISH: Incident Management Process & Tool
- Airbus Competition Law - 2019
- Data Classification & Security - 2019
- Speak Up Culture - 2019
- Code of Conduct - 2019
- Business Conduct Concerns - 2019
- Product Safety Governance - 2019
- Conflicts of Interest: Protecting Company Interest - 2018
- Conflict Management in the Workplace - 2018
- Safety Investigator Course (Distinction) – 2016
- IRCA Certified ISO 9001:2015 Lead Auditor Training Course – 2016
- A380 General Familiarization - 2018

REFERENCES

Ms Bariah Abdul Aziz

Repair Order Specialist

Airbus Malaysia Customer Services Sdn Bhd

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Mr Amir Aiman

Supply Chain Manager

Aerologica Sdn Bhd

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Ms Farahanim Abu Khori

Quality Assurance Senior Engineer

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