

MUHAMMAD AFIQ FAHMI BIN JAMIL

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- Chemical Engineering graduate with masters in Sustainable and Renewable Energy from Hokkaido, Japan.
- Tri-lingual with full business proficiency in Japanese (15 years overall experience including 8 years of living in Japan).
- Experienced in managing multiple concurrent AI projects for Japanese clients.

PROFESSIONAL EXPERIENCES

Deloitte Consulting (SEA) Sdn. Bhd., TTDI, Kuala Lumpur

August 2024 - Present

Consultant (AI & Data)

- Delivered four proof-of-concept (PoC) projects by managing teams, leveraging efficient project management strategies to consistently meet deadlines.
- Assisted in managing team and preparing solution architectures across GCP, AWS, and Azure, tailoring options to client requirements to deliver optimal recommendations and successfully secure project engagements from various industries.
- Involved in an internal AI agents projects, utilising SQL for ETL, Python for ML modeling and Power BI for visualisation.
- Core member of the Deloitte - NVIDIA Alliance, collaborating with global clients to design AI stack solutions and lead strategic discussions.
- Presented over 50 Request for Proposals (RFPs) in collaboration with Japanese stakeholders, tailoring comprehensive timelines, budget plans, and resource allocation to maximize ROI.
- Facilitated meetings and presented weekly and monthly reports to Japanese stakeholders and senior management, driving the successful activation of strategies and campaigns for the Japanese market.
- Leveraged tools such as Power BI to track pipeline progress, analyse data, and generate actionable insights for optimizing sales strategies.
- Built and maintained strong client relationships, ensuring high levels of satisfaction and repeat business.

DXC Technology (M) Sdn. Bhd., Petaling Jaya, Malaysia

September 2023 – August 2024

Technical Solutions Consultant (Mitsubishi Chemical Group)

- Acted as a L2 Service Level Support and solved 100+ inquiries weekly through CRM platform such as Salesforce and ServiceNow by analysing the root cause and recommend possible actionable solutions ranging from simple task to more complex and technical tasks.
- Developed and translated training materials and operational workflow in English and Japanese languages, creating 10+ template documents serving as guidelines on account conflict queries, firewall security and other technical issues.
- Designed and prepared monthly reports on the customer feedback for all queries and tracking the performances of the team to the Team Leaders and Managers in relation to Service Level Agreement (SLA) and Key Performance Index (KPI), as per client request.
- Escalated the issues or outages to the back-end support teams and report the findings to the Subject Matter Expert and Team Leaders, should any situations be affecting the proper data delivery of analysis, such as repeated outages, access issues, data unavailability etc.
- Evaluate key performance metrics of all the contacts and using trend to demonstrate what solutions can be proposed to improve productivity and such as workforce management.

Tech Mahindra (ICT) Services, Cyberjaya, Malaysia

April 2021 – April 2023

Associate Japanese Language Specialist (Google and Electronic Arts (EA) Sports)

- Contributed to the training of a large language model (LLM) by analyzing and recognizing Japanese language patterns across diverse inputs, including communication styles, cultural context, and phrase identification within a major search platform. *(April 2022 – April 2023)*
- Compared historical data from one of the most frequent cases and identified the loopholes in the Electronic Arts (EA) project processes, improving productivity by 15% through lessening in the Average Handling Time (AHT). *(April 2021 – April 2022)*
- Awarded with Tech Mahindra Bravo Award Q3 2021 for recognising faulty policies in the project processes and managed to get the client to improve it.

EDUCATIONS

Muroran Institute of Technology, Hokkaido, Japan

March 2021

- Masters in Sustainable and Renewable Energy (CGPA 3.80)

Muroran Institute of Technology, Hokkaido, Japan

March 2019

- Bachelor of Chemical Engineering (CGPA 3.74)

PAST PROJECTS

PCESynergy (Copyright No. CRLY2023J03925)

August 2023

- Developed an AI-powered apps in identifying root cause analysis (RCA) utilising Python, SQL, PostGreSQL, assisting doctoral researchers in identifying root causes directly from problem statements, rather than relying on outcomes.
- Obtained Copyright, with intellectual property registered under MyIPO Malaysia in August 2023.

AWARDS AND RECOGNITION

Tech Mahindra (ICT) Services, Malaysia

September 2021

- Tech Mahindra Bravo Award Q3, 2021
 - For recognising faulty policies and managed to bring it up directly with the clients.

Muroran Institute of Technology, Hokkaido, Japan

March 2021

- Public Relation Award 2021 by Muroran Institute of Technology
 - For numerous social participations and contributions towards the community around the campus of Muroran Institute of Technology such as leading Malaysian team to get 5th place for boat racing competition in 2016.

CERTIFICATIONS

Japanese Language Proficiency Test (JLPT) N2

January 2024

Japan Foundations

- Passed JLPT N2 level for Japanese language Proficiency which indicates advanced proficiency in spoken and written Japanese. Capable of engaging in conversations, discussing complex subjects, and adapting to diverse professional and social scenarios in Japanese.

Japan Management of Technology Certificate

March 2021

Muroran Institute of Technology, Hokkaido, Japan

- Studied business model for various company in Japan and produced report for management efficiency analysis for maximising transportation management in other parts of the world using Japan's technology.

SKILLS

- Communication and handling team in multinational environment
- Cloud Platform (GCP, AWS, Azure)
- Programming language (JavaScript, Python, SQL, NoSQL, R, HTML, CSS)
- Microsoft Office (Word, Excel, PowerPoint, Power BI, Power Automate, Power Platform, DAX)
- Language: English (professional), Malay (native) and Japanese (professional)