

SHATIMA TUKIMAN

Years of Experience : 12 years
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Professional Profile

An IT & Sales Specialist driving businesses into profitable entities and best known for optimising and enabling sales performances and ensuring smooth delivery and communications between stakeholders with a keen eye for details.

Confident in developing intelligent strategies that enhance agile methods to support in winning deals through robust metrics, leveraging trustworthy resources and partners to deliver successful deals, even during challenging situations.

Naturally talented in negotiating and managing internal and external stakeholders to ensure excellent deliveries, all the while keeping my eyes on the latest import/export regulations without causing any risk to the company's business.

Combining skills and knowledge in telecommunications and business sales acumen, I bring more than 12 years of success working in multinational companies. Flexibility in maximising potential in a challenging environment enables me to work independently as well as a team member.

Professional Experience

1. Zscaler Pty Ltd.

Sales Development Representative – Enterprise in ANZ (June 2022-Current)

1. Creatively drive business opportunities for ANZ region by qualifying, nurturing, making connections with prospects and customers to better understand their pain points and cyber security challenges.
2. Share use cases with clients how Zscaler has helped others organisations in the same sectors achieve successes in uplifting their cyber security posture, cutting down IT cost, improve user experience and secure their users and data through digital transformation and Zero Trust adoption.
3. Prospect into enterprise organisations via calling (cold and warm), email and social selling (LinkedIn Sales Navigator) as well as utilising internet information sources (Zoom Info, LeadIQ, Lusha) to build and maintain a lead development pipeline.
4. Craft strategic messaging sequences to qualify and educate prospects based on persona levels and verticals.
5. Qualify inbound inquiries by providing timely response and facilitating sessions to educate prospects and customers how to improve their cyber security and remove the blocking points.
6. Demonstrate a deep technical understanding of Zscaler's cloud platforms and Zero Trust ideology, and clearly articulate capabilities and competitive advantages to prospective customers with whiteboard practice – Legacy architecture: castle & moat, and hub & spoke, Future: with cloud architecture.
7. Provide timely response to the customers and prospects on any marketing leads, and perform discovery to understand their pain points and how Zscaler could be relevant to their cases.
8. Collaborate closely with marketing, sales, sales engineers, customer success managers, and channel partners to develop strategic sales and technical relevant approaches such as webinars, whiteboard sessions and events.
9. Extensive use of CRM (salesforce.com) and Tableau to maintain accurate activities and account information, and analyse the usage of Zscaler's licenses by customers and turn those into upsell/cross-sell opportunities.
10. Brought a total of close to \$ 2M deals and opportunities in the last quarter to the business.
11. Won the spiff as the top SDR with the most activities (calls, emails, messages) made with meaningful notes in the last quarter that helped the business progress and closed the deals.

2. Orange Business Services (Network) - Malaysia

Sales Desk and Inside Sales Specialist (Japanese Speaker) (October 2015 – May 2022)

1. Responsible for creating estimates and quotations for Equipment Resale and Integration Service for clients globally.
2. Build long-lasting customer relationships and constantly seek out ways to exceed their expectations with creation of quotations, evaluations and responding to related customers/Account Manager's requests.
3. Overseen invoice creation and managed CFQ (Customer Facing Quote), PO (Purchase Order) and OF (Order Form), and ensured that what has been ordered by the customer is delivered and billed as per expectations.
4. Managed project to come up with pricing proposals (revenue, margin) and work with technical team and Sales to meet budgetary objectives based on the financial analysis across assigned bids and campaigns.
5. Performed profit and cost analysis (P&L) on competitor's solutions and provided an oversight of project risk to ensure all relevant areas are accurately captured.
6. Responsible for making sure that created quotes fully complies with the taxes' rules and regulations of the country where the customers are based at.
7. Improved region's documentation of procedures and processes to reduce tasks reassignment by other regions.
8. Analyst data trends on internal quotes and provide advice to the account team by sharing recommendations on popular products selected by other existing customers and how customers could potentially save money with deals.
9. Worked closely with other teams including Sales Ops, Account Managers, Order Delivery Managers, Order Quality Managers, and Project Managers to ensure smooth delivery to clients' premises based on the targeted lead time.
10. Worked closely with the supply chain team to ensure smooth delivery when conducting import/export of the equipment and keep myself updated to the latest regulations.
11. Managed database that stores details of new clients, manufacturers, and suppliers, specifically in IS Quote.
12. Worked closely with manufacturers, distributors, and vendors to get their quotes, and transformed it into OBS version quotes before presenting it to the clients.
13. Acted as the mediator between the Account teams and order/delivery teams creating a relationship of trust, improving the customer experience focusing on customer loyalty, revenue retention and growth, ensuring that customers received the highest quality of service through proper setup and execution of the products/services to drive value for them.
14. Conducted user acceptance test (UAT) on the IS Quote (Quoting tool) and improved the quote quality and efficiency by more than 80% with a standardized process.

3. Esri Malaysia

Japanese Speaking GIS Support Analyst (October 2014 – September 2015)

1. Provided support on ESRI GIS software product to the customer and ESRI distributor companies.
2. Provided support for customers in EU and APAC and troubleshoot issues related to ArcGIS software.

4. Emerio (Malaysia) – Subsidiary of NTT Com Japan

Customer Service Manager (Junior) (October 2012 – September 2014)

1. Responsible in managing customer's global network i.e., IP-VPN, leased line, IP-SEC, by providing timely communication on issues to the customers.
2. Primary escalation points for major clients including Bank of America Merrill Lynch and SONY.
3. Ensure the quick recovery of network connection during unforeseen major technology outages by working closely with the technical support teams and updated the key stakeholders on the status.
4. Provided advice to internal teams on complicated troubleshooting and processes.
5. Conducted monthly meetings with clients to report on the status, issues, and improvement plan.
6. Prepared Monthly Report, Service Quality Report, and Incident Report (major outage) for clients.
7. Facilitated root cause analysis on recurring outages to understand the main cause of those outages
8. Analysed outage trends on internal tickets and worked with the relevant internal team and external vendors to determine whether the outages belong to same root cause.
9. Slashed more than 50% of the customer's network issue in Indonesia by working on improvement plans with the local NTT Indonesia team and local carrier to solve the network's intermittent issues.

10. Coordinated monthly meetings with the customer either face-to-face or through a tele-conference to ensure better relationship across key stakeholders.
11. Provided advice to Sales team for any potential sales opportunity.
12. Updated Service Manual Guide including BCP/DR plans and coached teams to strengthen capability and alignment.

5. Emerio (Malaysia) – Subsidiary of NTT Com Japan

Japanese Speaking IT Analyst (May 2011 – September 2012)

1. Monitored alarms and provides support for customer's access line, leased line, IP-SEC in APAC, US, and EU regions for Arcstar network, Arcnet and GIN.
2. Worked as a Customer Front and troubleshoot network outage (Tier 1 & Tier 2 technical support).
3. Provide critical response when alarms occurred and investigate the source of outage.
4. Worked closely with back-end team for higher level of technical support.
5. Liaised with the carriers to bring up the circuits if the outage location is within their demarcation.

6. Freelance

Translate documents and thesis in multiple fields including Software, IT, Machinery, Medical, Entertainment, News, General and so much more since 2011 for Japanese (Advance), English (Advance) and Malay (native).

Educational Background

- 2009 – 2011 **Degree in Information and Telecommunication Engineering**
Tokai University, Japan
- 2006 – 2009 **Diploma in Electrical and Electronic Engineering**
Industrial University of Selangor (UNISEL), Malaysia

Certification

- ITIL 4 Foundation
IELTS (General) – Overall 7.5 points (2021)
IELTS (Academic) – Overall 7.5 points (2020)
PTE Academic – Overall 65 points (2019)
ITIL v3 Foundation (2013) - Passed
TOEFL (2011) – Total score 73 points
Japanese Language Proficiency Test (JLPT) - N2 (2009) – Passed
TOEIC (2008) – Total score 815 points
Japanese Language Proficiency Test (JLPT) - N3 (2007) – Passed

Skills

- Languages Skills Malay/Bahasa (Native), English (Advanced), Japanese (Advanced)
- Computing Mac OS, Windows OS, Microsoft Office (Outlook, Excel (pivot, VLOOKUP, VBA macros), Microsoft Power Point, Microsoft Exchange, Microsoft Teams, Skype for Business, Webex, Pulse Secure (for Remote Access), Salesforce, LeadIQ, LinkedIn Sales Navigator, Zoom Info