

# Yazid bin Abd Rahim

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## WORK EXPERIENCE

### Marina Bay Sands

April 2024–Present

*Patron Experience —Casino Operations*

- As a Patron Experience Ambassador, I improve performance of Casino Operations.
  - Collate NPS data to see what can be improved from a service standpoint.
  - Audit staff to ensure exceptional service standards are being delivered.

### Citibank

June 2022–October 2023

*Scrum Master—Regional/ Singapore Digital Sales Marketing*

- Conducted retrospective sessions to identify process issues and resolutions.
- Evolved processes in the Singapore digital sales and marketing team.
- Facilitated Design thinking and Scrum workshops.
- Created dashboards for teams using Jira, to showcase team productivity.
- Spearheaded an initiative to enhance efficiency at Citibank Singapore.

### DBS bank

December 2021–May 2022

*Agile Coach – Cloud Engineering Services*

- Managed Cloud Services with cross-functional teams, ensuring quality and timely delivery.
- Scoped with various bank departments to enhance Cloud services functionality.
- Derived strategy with C-Suite for Cloud services at DBS.
- Supported teams in problem-solving and maintaining effectiveness.

### NCS Group

June 2021–December 2021

*Quality Analyst – Pega Systems*

- Formulated test plans and test cases, led UAT execution, and delivered training to stakeholders.
- Ensured responses through SQL is correct when queried from PEGA system.

### Singapore Airlines

July 2014–June 2021

*Executive – Agile Product Owner, Internet Check-in*

*Senior Associate – Agile Product Owner, Mishandled Baggage / Mobile lounge access system*

*Senior Officer – Agile Product Owner, Mobile Internet Check-in*

*Officer – Offline Airport Services*

- Acted as a liaison between the development team and stakeholders, ensuring successful product delivery for various products on web and mobile.
- Managed requirements for data presentation on Tableau.

## EDUCATION

### Ngee Ann Polytechnic

2009

*Diploma in Tourism and Resort Management*

## CERTIFICATIONS, SKILLS

- **Certifications:** [Certified Scrum Master](#), [Google Project Management Certificate](#)
- **Skills:** Project Management, Agile, Scrum, Change Management, Design Thinking, Jira, Confluence, AWS S3, Excel, PowerPoint, Word, HTML, CSS, Java, Team management, Web Management, Agile evangelist, SQL