

CURRICULUM VITAE
NORREHA BINTI OTHMAN



A. PERSONAL DETAIL

Birth Date	01 November 1972
Marital Status	Married
Sex	Female
Race	Malay
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B. ACADEMIC QUALIFICATIONS

2014 - 2019	Universiti Utara Malaysia, Sintok, Kedah. Doctor of Philosophy (Human Resource Management)
2004 - 2006	Universiti Utara Malaysia, Sintok, Kedah. Master in Business Administration (MBA)
1993 - 1995	University of Tulsa, Tulsa, Oklahoma, USA Bachelor of Science in Business Administration
1991 - 1992	Maktab Sains MARA, Kuantan, Pahang American Associate Degree in Accounting (AAD Program)
1990	MARA College of Higher Education, Seremban, Negeri Sembilan Intensive of English & Mathematics (IEM) Program
1985 - 1989	Sekolah Menengah Tunku Abdul Malik, Alor Merah, Alor Setar, Kedah Sijil Pelajaran Malaysia (SPM) – Grade 1
1979 - 1984	Sekolah Kebangsaan Suka Menanti, Alor Setar, Kedah Primary Six.

C. POSITIONS AND EXPERIENCES

Kolej Universiti Poly-Tech MARA, Kuala Lumpur - (Senior Lecturer of Business Management)	March 2020 - current	<ul style="list-style-type: none"> - Teach and guide students on courses: Current Issues in Human Resource Management, Industrial Relations, Business Ethics and Corporate Social Responsibilities (degree and master). - Coordinator of Industrial Training - Business - Mentor for 23 students - As a member of JK Kerja Penambahbaikan Struktur Organisasi dan Skim Pensyarah Berkelayakan PhD KUPTM. - As a Resource Person for Human Resource Management Discipline. - As an Advisor for PhD students.
Kolej Poly-Tech MARA Alor Setar, Kedah – Location: Mergong (Senior Lecturer of Business Management)	Feb 2017 – March 2020	<ul style="list-style-type: none"> - Teach and guide students on courses: Microeconomics, Macroeconomics, Economics, Human Resource Management, Principles of Selling and Practice, Operation Management and Organizational Behaviour. - As a Deputy chairman of Koperasi KPTM Alor Setar - As a chairman for Jawatankuasa Pembuka Sebutarga - Mentor for 28 students of AA101 - Coordinator of Diploma in Digital Entrepreneurship - Coordinator of Diploma in Business Management – Open and Distance Learning - As an auditor for Kelab Kebajikan Staf KPTM Alor Setar

Kolej Poly-Tech MARA Alor Setar, Kedah – Location: Mergong (Senior Lecturer of Business Management)	Feb 2014 – Jan 2017	<ul style="list-style-type: none"> - Study Leave for three (3) years.
Kolej Poly-Tech MARA Alor Setar, Kedah – Location: Mergong (Senior Lecturer of Business Management)	July 2012 – Jan 2014	<ul style="list-style-type: none"> - Teach and guide students on courses: Microeconomics, Macroeconomics, Economics, Human Resource Management, Principles of Selling and Practice, and Organizational Behaviour. - As an Auditor ISO 9000 and process owner - As an Auditor 5S - As a committee member of OSHA - As a committee member of Jaminan Kualiti Akademik - Mentor for 28 students – AA101 - As a committee member of Kursus Jangka Pendek KPTM Alor Setar
Kolej Poly-Tech MARA Alor Setar, Kedah – Location: Suka Menanti (Senior Lecturer of Business Management CUM Head of Department for Accounting & Business Management)	July 2010 – June 2012	<ul style="list-style-type: none"> - Teach and guide students on courses: Microeconomics, Macroeconomics - As an Auditor ISO 9000 and process owner - As a facilitator for 5S - As a committee member of OSHA - A Manager of 'Inkubator Usahawan Muda" (IUM-KPTMAS) - A committee member for MQA (documentation preparation) - A committee member for timetable - A committee member for Pengurusan Akademik - A committee member for Marketing Team. - Mentor for 16 students OM114 - As a course leader for economics courses for KPTMAS.
Kolej Poly-Tech MARA Alor Setar, Kedah – Location: Mergong (Lecturer of Business Management)	July 2008 – June 2010	<ul style="list-style-type: none"> - Teach and guide students on courses: Principles of Economics, Introduction to Business, Fundamental of Management – UiTM Program - A Chairman for Jawatankuasa Pembuka Sebut Harga Peringkat Kolej - Coordinator Programs of Accounting and Business Management - A deputy chairman for College Cooperation (KOPMAS) - A committee member of Kelab Kakitangan - As an Advisor for Kelab Keusahawanan - Mentor for 16 students OM114
Kolej Poly-Tech MARA Alor Setar, Kedah – Location: Mergong (Coordinator/ Executive of Students Affair)	July 2004 – June 2008	<ul style="list-style-type: none"> - Responsible for all welfares (loan; MARA and PTPTN, transportation, accommodations) of the students - As the planner for students' activities and directly involve in students' activities - In-charged of arrangement of students' insurance and its claims - Responsible in keeping students' assets and inventories (safe and accurate) - As the controller of Student's Account (Akaun Tabung Aktiviti Pelajar – ATAP)
Akademi Infotech MARA, Alor Setar, Kedah – (Lecturer of English)	Sept 2000 – June 2004	<ul style="list-style-type: none"> - Teach and guide students on courses: English (Pre-diploma), Communication Skills I, II and III, Introduction to Business Organization and Mathematics - As a secretary for the management meeting - As an advisor for Majlis Perwakilan Pelajar - Act as a fellow warden for girls' hostels.
Onkyo (M) Sdn Bhd, Tanah Merah, Jitra, Kedah (Production Planner)	June 2000 – Sept 2000	<ul style="list-style-type: none"> - Responsible to monitor production output based on the order made by customers. - As a Liaison person between marketing executive, production manager, quality officer and stock control officer. - Responsible of the site supervisor in managing staff.
Tri Letra Sdn Bhd, Alor Setar, Kedah – (Administrative Executive)	Nov 1999 – May 2000	<ul style="list-style-type: none"> - Responsible of the administration of the company i.e. staff's attendance, leave application and MC records - Responsible in preparing project claim/ progress claim to the Main Contractor and replying relevant correspondences - Responsible for stock taking (IN/OUT), issued out an invoice, purchase order.

		<ul style="list-style-type: none"> - Responsible for issuing of cheques, preparing voucher for payment and approval by the managing director.
Syarikat Kemajuan Jati (SKJ) Groups, Negara Brunei Darussalam - (Administrator CUM Document Controller)	March 1999 - Oct 1999	<ul style="list-style-type: none"> - Co-ordinate in calling for selected candidates for interview, short-listing, selection and decision on candidates to be interviewed. - Members to panel of interviews for SKJ Group of Company - Processing of interview results and preparing of appointment letter. - Monitor confirmation, renewal of contact and personal files for staff of SKJ Group of Company. - Liaison with Account Department on salary deduction and claims where necessary - Responsible for placement of advertisement vacancy, sponsorship and donation where necessary. - Preparation of management circular/memo to update staff on any decision made by the management - Attend to student industrial training needs from local institutions - Maintaining a proper filing system of all statutory documents of SKJ Group - Ensure office equipments and maintenance of the building in good conditions - Monitoring of leave applications by staff - Implementation of Company Administrative Policy, Procedures of QMS and Standard Forms. - Document Controller of the QMS and to carry out monthly Internal Quality Audit and compile data and analysis for presentation at Management Review Team Meeting.
Wan Lee Kemajuan Jati Sdn Bhd, Negara Brunei Darussalam - (Admin Assistant Executive CUM Personal Assistant to Project Director)	Sept 1996 - Feb 1999	<ul style="list-style-type: none"> - To monitor incoming and outgoing correspondences, calls and keep up a proper filing system of the construction division. - Ensure that all correspondences and enquires have been processed and taken action and that all records are filed accurately for speedy retrieval. - Recording of minutes of meeting for Management Review Team Meeting (MRT) - To assist MRT, as a Document Controller in ensuring documents and data control in accordance with standard laid down in the QMS - Preparing of monthly Audit Schedule - To assist Quantity Surveyor in preparation of supporting documents for tender submission. - Organize special events/ functions of the Company as required. - To receive dictation, draft personal & business letter and filing correspondences of the Project Director - Manage Project Director's personal businesses.
Syarikat Usahamaju, Kuala Lumpur – (Admin Assistant)	Dec 1995 - March 1996	<ul style="list-style-type: none"> - General clerical and administrative duties - Managing and maintaining of proper filing system - Handling and prepare of summary receipt of materials bought.

D. COURSES ATTENDED

17-21 Dec 2018	Training of Trainer Cross Border Commerce – organized by MDEC
1-6 Oct 2018	Training of Trainer Digital Commerce (Level 1) – organized by MDEC
6-10 Aug 2018	Training of Trainer eCommerce (Level 2) – organized by MDEC
13-14 May 2013	Bengkel Transformasi Tesis kepada Penulisan Ilmiah – organized by KPTMAS
11-13 Apr 2013	Bengkel Penaksiran Soalan bagi semester Jan-Mei 2013 – organized by KPTMHQ at Selesa Beach Resort, PD
29 Oct – 1 Nov 2012	Kursus Pengajaran & Pembelajaran menggunakan Pendekatan PBL – organized by KPTMKL
21-22 Sep 2012	Program TOT Pengendalian Modul Kemahiran Insaniah Homegrown – organized by KPTMAS
20 May 2012	Repositioning Emotional & Spritual Quotient (RESQ) – by KPTMAS & RMJ Holistic Solution
12-14 Mar 2012	Kursus Teknik Pemasaran & Ceramah Product Knowledge – organized by KPTMHQ

02 Feb 2012	Kursus Online Learning System (OLES) – conducted by KPTMAS
19-21Jan 2012	Kursus Audit Kualiti Dalam ISO – organized by KPTMHQ
26-27 Sept 2011	Kursus Pengajaran & Pembelajaran Berteraskan Pendidikan Berasaskan OBE dan SCL – organized by KPTMKL at Hotel Flamingo
28-31 July 2011	Kursus Penulisan Ilmiah - conducted by Book Pro Publishing services
17-18 Apr 2011	Bengkel Audit Dalam ISO 9001:2008 – conducted by Paisley Consulting SB & KPTMHQ
02-03 Apr 2011	Kursus Penulisan Surat Rasmi – organized by KPTMHQ & WMY Transformation Cons.
25 Feb 2011	Amalan 5S Kaizen Mempertingkatkan Produktiviti –organized by KPTM ASetar
13 Nov 2010	Seminar Hasil Pembelajaran MQA – conducted by MQA at Park Avenue Hotel, Sungai Petani.
03 Oct 2010	Bengkel Latihan Audit Dalam ISO 9000:2008 KPTM Alor Setar – organized by KPTM ASetar
15 July 2010	Bengkel Ketiga Pelaksanaan ISO 9001:2008 KPTM Alor Setar – organized by KPTM Asetar
23 – 24 Jun 2010	Bengkel OBE-SCL Untuk Latihan Pensyarah Kolej Bersekutu UiTM – organized by UiTM at Intekma Resort & Convention Center.
13 Jun 2010	Kursus Pendedahan Prinsip ISO 9001:2008 – conducted by Paisley Consulting S/B at KPTM Alor Setar
19 –21 Mar 2010	Bengkel Penaksiran Kertas Peperiksaan Akhir & Skema Jawapan Berpusat untuk Semua Program Dalam KPTM – organized by KPTMHQ
12 Mar 2010	Seminar Kenali Potensi Diri – organized by Richworks Resources at Insaniah, Alor Setar
10 – 11 Dec 2009	Bengkel Penyelarasan Kursus dan Penyediaan Kod Baru Kursus bagi Program-program Dalam KPTM – organized by KPTMHQ at KPTMKL.
29 – 31 Jun 2009	Bengkel Pengajaran & Pembelajaran bagi Program Pengurusan Pejabat – organized by UiTM INED at UiTM Dungun, Terengganu.
17 – 18 May 2009	Bengkel Pengajaran & Penyelarasan Kursus bagi Program Dalam KPTM – organized by KPTMKL at Hotel Quality City Centre
15 – 17 Apr 2009	Bengkel pengurusan Rektor III – conducted by KPTMHQ at Kondo Peranginan TNB, Port Dickson
26 – 27 Mar 2009	Bengkel Pengajaran & Pembelajaran bagi Program Diploma Pengurusan Pelancongan – organized by UiTM INED at UiTM Pulau Pinang.
24 – 29 Nov 2008	Kursus Asas Pengajaran & Pembelajaran (KAP) UiTM – organized by UiTM at UiTM Puncak Perdana.
12 – 14 Sept. 2008	Bengkel Penaksiran Kertas Soalan Peperiksaan Akhir Berpusat untuk Semua Program Dalam – organized by KPTM HQ.
08 Nov 2008	Seminar “The MSC Malaysia IHL Business Plan Competition 2008/2009” and “Train the Trainer” – organized by KPTM & MsC
29 – 31 Oct 2007	Bengkel “Standard Operating Procedures- SOP” – organized by KPTMKL
08 & 09 July 2007	Bengkel Latihan Mentor (MLG) – organized by KPTMKL di Harvard Golf & Country Club, Gurun Kedah.
13 Jun 2007	Bengkel Penaksiran Peringkat ke 11 sesi Mei 2007 – conducted by KPTMHQ
06 Mac 2007	Seminar PTPTN bersama IPTS – Conducted by PTPTN at PICC Putrajaya
18 & 19 Sept. 2006	Bengkel & Latihan Campus Management System (CMS) – conducted by KPTM HQ.
27 – 28 Nov 2006	Seminar Kebangsaan Pendidikan Kokurikulum di Malaysia (SKOR '06) – Organized by Pusat Kokurikulum Universiti Kebangsaan Malaysia.
23-25 Feb. 2006	Seminar Profesionalisma dan Jatidiri Dalam Organisasi – Organized by Persatuan Setiausaha, UUM, Sintok, Kedah.
22 Sept. 2004	Attended symposium “Organizational Culture in Public Sector: Issues and Challenges” – Organized by Executive Development Center, UUM, Sintok, Kedah.
26 Aug 2004	Attended symposium “Managing Diversity in the Workplace” – Organized by Executive Development Center, UUM, Sintok, Kedah.
16 -18 Dec.2004	Kursus Asas Kaunseling Dalam Pengurusan Organisasi – Organized by Pusat Kaunseling dan Kerjaya, UUM, Sintok, Kedah.
01 – 04 Sept. 2002	“Pedagogi – Teori & Proses Pengajaran & Pembelajaran”- Organized By Akademi Infotech MARA Alor Setar, Kedah.
24 – 26 May 2001	Kursus Latihan bagi Pengajar (Teknik Pengajaran) – Organized by Akademi Infotech MARA Sdn Bhd & Universiti Malaya
14 July 2001	Teori Kaunseling – Kesempurnaan Bina Jiwa – Organized by Akademi Infotech MARA, Alor Setar, Kedah.
28 July – 22 Sept 1998	English Courses on Business English – Conducted by the British Council, Negara Brunei Darussalam.
01 & 02 Sept. 1997	“ISO 9000 – Internal Quality Auditing” - Conducted by Infosys, Gadong, Negara Brunei Darussalam.

07 June 1997	"How to Maintain and Improve Your Quality Management System" – Conducted by Infosys, Gadong, Negara Brunei Darussalam.
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E. PUBLICATIONS

Othman, N., (2007). Quality Management System (QMS) – ISO 9000, *Jurnal Evolusi KPTM* 2007.

Othman, N., (2015). **Reviewing the Literature on Halal Supply Chain Management: Identify Some Common Things.** *The Asian Journal of Professional & Business Studies*, 1(1), 69-78. ISSN:2462-1072

Othman, N., Mokhtar, S. S. M., & Asaad, M. N. M. (2017). **Quality Management System, Employee Satisfaction and Employee Performance in Private Higher Education Institutions: A Proposed Framework.** *International Journal of Management Research and Reviews*, 7(6), 681-686. ISSN:2249-7196.

Othman, N., Mokhtar, S. S. M., & Asaad, M. N. M (2017). **Quality Management System ISO 9001: 2008 and ISO 9001: 2015 Standards.** *Journal of Global Business and Social Entrepreneurship*, 3(6), 40-44. eISSN 24621714.

Othman, N., Mokhtar, S. S. M., & Asaad, M. N. M (2019). **A Relationship between Quality Management System ISO 9001: 2008 and Employee Satisfaction in Private Higher Education Institutions within Higher Education Institutions.** *e-Prosiding Seminar Wacana Pendidikan 2019*. eISBN 978-967-13352-8-4.

Mokhtar, S. S. M., **Othman, N., & Asaad, M. N. M** (2019). **A Relationship between Quality Management System ISO 9001: 2008 and Employee Performance in Private Higher Education Institutions within Higher Education Institutions.** *Journal of Advanced Research in Dynamical and Control Systems*, 11(05), 1090-1094.

Othman, N., Mohammad, N. A, & Mohd Dali, S. Z. (2020). **Influence of Motivational Factors of Herzberg Theory on Lecturers Performance in Private Higher Education Institutions.** *International Conference on Teacher Education 2020 (ICTE 20)*.

F. REFERENCES

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