

1. Bytedance (owner of TikTok) (location in KL)

Job title: Content Moderator

1. Review content on short-video platforms and conduct the content quality control in Southeast markets, make sure the contents comply with local policies, regulations and culture;
2. Handle complaints and reports with respect to users and community;
3. Interpret and apply complex policies and guidelines to content by understanding the review policies and guidelines;
4. Identify improvement opportunities in workflow by using daily data analysis and suggest solutions;
5. Analyze the risk level of incidents and assess the safety status of the community and products;
6. Attention to details and ability to work differing 7\*24 work rotations/shifts as required in KL.

Qualifications

1. Diploma & Degree fresh graduates with fast-learning ability;
2. Familiarity with internet laws and regulations, in particular reviewing online content;
3. Ability to speak and read in Bahasa Melayu and English fluently;
4. Passionate about Internet entertainment/media space, mobile web video/content, and pop culture.

Kindly apply by submitting your application to Tan Hoi Lay, hooi.tan@bytedance.com

2. Citibank (location in KL)

Job title: Anti-Money Laundering Analyst

The Execution Specialist 5 is an entry-level position responsible for assisting with risk and compliance reviews in coordination with the broader Anti-Money Laundering (AML) team. The overall objective is to utilize in-depth AML knowledge to review, analyze and conduct effective due diligence and investigations on higher risk cases that may be a potential risk to Citi.

Responsibilities

1. Assist with the investigations and research on potentially suspicious clients using various internal and external systems and databases
2. Document and report the review/investigation findings and prepare case files with the required supporting documentation
3. Work with AML team to summarize, in writing, clear and concise findings of the investigation
4. Advise senior management on next steps and provide recommendations on the next course of action (relationship retention, termination, Suspicious Activity Report (SAR))

5. Assist AML team with managing risks by analyzing the root cause of issues and impact to business
6. Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

#### Qualifications

- Preferably Fresh Graduate or less than 2 years' relevant experience
- Knowledge of AML regulations preferred
- Proficient in MS Office
- Excellent verbal and written communication skills
- Demonstrated analytical skills

#### Education

- Degree or equivalent

This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.

Please submit application on <https://jobs.citi.com/job/kuala-lumpur/compl-aml-execution-specialist-fresh-graduate/287/16008069>

3. Teleperformance (location in Penang)

#### Job Title: Content Review Analyst (Content Moderator)

Content Moderation is essential for guarding, maintaining the online reputation of a business. AI technology shall be deployed for the first round of moderation. Later, Content Moderation by human is necessary to determine "gray areas" that require a human touch. As Content Review Analyst, you will be fulfilling that role by screening, monitoring, approving as well as labelling contents in compliance with the client's policies and guidelines which contribute to cultivate a strong community around the brand.

#### Responsibilities:

1. Reviewing sensitive advertisements' contents about Pornography, Nudity, Violence, Human Trafficking, Bullying, Drugs, Alcohol, Gore, etc.
2. Validating; monitoring; filtering; investigating contents with high quality, speed, open-mindedness and accuracy.
3. Investigate and resolve issues that are reported on social media such as requests for account support and reports of potentially abusive content
4. Review the reported content within agreed turn-around times and standards of quality

5. Assist our community and help resolve inquiries empathetically, accurately and on time
6. Make well-balanced decisions and personally driven to be an effective advocate for our community
7. Display a strong bias to doing what's right for our community in supporting social media's mission
8. Become and remain knowledgeable about social media products and community standards
9. Use market-specific knowledge, signals and insights to spot and scope scalable solutions to improve the support of our community of users
10. Identify inefficiencies in workflows and suggest solutions
11. Enforce social media Terms of Use by carefully monitoring reports of abuse on the site
12. Gather, analyze and utilize relevant data to develop ways to improve the overall user experience on the site
13. Recognize trends and patterns and escalate issues outside the company policy to the global team.

### Requirements

- Bachelor's Degree or further education
- Diploma with agreed minimum experiences
- Good Communication of English language (reading, listening, writing, speaking), validated by minimum score of English language test (based on mutually agreed external English language test or acceptable approved equivalent ex. TOEIC, IELTS, TOEFL, etc.)
- Native speaker of any of the following languages (Mandarin, Thai, Vietnamese, Japanese, Korean, Hindi, Indonesian, Sinhalese, Burmese, Bahasa Malaysia)
- Basic knowledge on Social media platforms as well as Computer operations

### Preferred Qualifications

- Prior working experiences in a relevant field/industry would be a plus
- Possess a good Analytical skill; Optimistic; Resilient; Team player
- High affinity and cultural awareness of political/social situation regarding the relevant market / region that will be supported

Kindly submit your application to [Jeffrey.Gamatan@teleperformance.com](mailto:Jeffrey.Gamatan@teleperformance.com)

#### 4. Brandt International (location in KL)

##### Job Title: Customer Experience Agent

The Customer Experience Agent (CEA) attracts potential customers by answering product and service questions; suggesting information about other products and services. Process orders, prepare correspondences and fulfill customer needs to ensure customer satisfaction by attend/answer inbound calls from customers, identify their problem and assist them to solve the problems by providing the right solution. Provide customer support/assistance and ensure all incoming calls are

answered within the service level set by the Company. CEA are required to work as a team to reduce the call abandoned rate and attend to any other assignments assigned by the superior.

### Responsibilities

- Understand client policies and guidelines
- Make decisions according to the defined policies and procedures
- Identify improvement opportunities in work-flow and suggest solutions
- Interface effectively with other internal and Client teams

### Requirements

- At least SPM/Diploma /Degree in any field
- Fresh Grads are welcome to apply
- Possess excellent communication skills both in English and Malay
- Good common sense and interpersonal skills
- Strong time management and decision-making skills.
- Good Verbal Communication, Phone Skills, Listening, Data Entry Skills, People Skills, Informing, Customer Focus, Customer Service, Attention to Detail, Professionalism, Multi-tasking
- Past working experience in contact / call center preferred.
- Must possess own transport

Kindly submit your application to [Kabil@brandtinternational.com](mailto:Kabil@brandtinternational.com)

## 5. Roche (location in Sunway)

Title: Graduate Positions available for Finance / Procurement / IT / HR / Business / Corporate Services

### Responsibilities

- Assist in business functions in the areas of either Finance, Procurement, IT or Corporate Services on tasks related to your field of study
- Learn and practice basic day to day work or projects in a shared services environment
- Engage in networking with colleagues from other business functions and Senior Management on best work practices
- Discover within own team and/or with other process teams to identify and implement improvement opportunities
- Delivering high levels of customer service to both internal or external stakeholders
- Performing other relevant support activities as and when required

## Who we are looking for

- Undergraduate students from reputable universities in relevant field of study
- Consistently achieved strong academic performance (minimally CGPA 3.0 or equivalent)
- Possess strong leadership qualities and a good record of extra-curricular activities
- Good command of spoken and written English

Kindly submit your application to :

<https://www.roche.com/careers/jobs/jobsearch/job.htm?id=E-201903-106508&locale=en&title=Fresh+Graduate+%28Finance+%2F+Procurement+%2F+IT+%2F+HR+%2F+Business+%2F+Corporate+Services%29#jobfacts>

## **FRESH GRADUATE JOB OPPORTUNITIES BATCH 2**

6. Tradeshift Sdn Bhd (location in KL)

Job title: Support advocate (Level 1)

You will join our amazing Global Support Team

- Ensure that our users have a wonderful support experience when dealing with Tradeshift
- Take part in Tradeshift support events and help develop our community of users and customers
- First-time resolution
- Live support of our customers
- Working with international customers
- Be part of the change and release management process delivering new services to our customers
- Assist in design, configuration and transition activities in an agile software development environment
- Be part of a team working within the service & incident/problem management process
- Document solutions and processes, train internal staff in our applications

## Qualifications

- Fluent in English
- 2+ years experience in enterprise or SaaS support organizations
- Technical educational background - IT or Engineering
- Strong prioritization and collaboration skills
- A passion for solving problems and ensuring a positive customers experience
- Highly data-driven mindset and passion for analytics
- Excellent communication and presentation skills, highly refined interpersonal skills
- Keep cool in stressful situations
- Capable of taking own initiatives, working independently

- Some experience within the customer or IT support, from either a large IT service provider or other technical environment (preferable)

Please submit application on

<https://jobs.smartrecruiters.com/Tradeshift/743999710478196-support-advocate-level-1->

Or email your CV and cover letter to [nirumala.sathivel@tradeshift.com](mailto:nirumala.sathivel@tradeshift.com)

## 7. Cognizant (location in Cyberjaya)

Job title: IT Service Desk (Mandarin)

- You will join our amazing Global Support Team
- Handle L1/L1.5 calls originating from Retail Stores
- Handle calls related to password resets, under access provisioning, release of HW/SW, network and wireless connectivity, general IT (including POS systems, printers, scanners, displays) troubleshooting, etc.
- Work with L2 team on improving L1/L1.5 Resolution
- Perform approved L2 troubleshooting steps

### Qualifications

- Associates Degree preferred or Diploma required
- Basic understanding of System Trouble Shooting
- Basic understanding of Printer configuration
- Excellent Reading, Writing and Speaking skills in MANDARIN and ENGLISH
- Exposure to usage of laptops/ wifi connectivity/ System configuration etc.,
- Basic understanding of Mobile Applications, Operating Systems etc.,
- Customer-service oriented with a problem-solving attitude

Kindly submit your CV to Aurif Ahmad at [aurifahmad.abdulsalem@cognizant.com](mailto:aurifahmad.abdulsalem@cognizant.com)

## 8. Globee (location in KL)

Job title: Customer Experience Representative (Japanese and Mandarin speakers)

### **SUMMARY**

Responsible for handling customer queries from our leading global client's end-users and partners. Serves as the first point of contact for customers by determining requirements, answering inquiries, resolving customer issues, fulfilling requests and updating the customer database with relevant information.

### **JOB DESCRIPTION**

- Principle Accountabilities (Key Result Areas)
- Professionally handle high volume incoming inquiries through emails, chat & faxes from Customer on Client products and services.

- Thoroughly and efficiently gather customer information, assess and fulfill customer needs and educate customer where applicable regarding products and services listed above.
- Resolve customer issues via emails/chat resolution guidelines and/or escalated process
- Meet or exceed company and client performance metrics
- Maintain a balance between policy and customer benefits in decision making
- Continuously evaluate and identify opportunities to drive process improvements that positively impact our client and its customers.
- Responsible for customer detail compiling.

#### Attributes & Attitude

- Analytical skills
- Ability to work under high pressure
- Flexible to work in shifts
- Integrity and drive
- Energetic and Enthusiastic
- Prompt and fast paced
- Ability to work in a team

#### Knowledge

- Experience: 6-12 months experience in a call center with University degree
- Previous experience in Customer Service/Email /Chat/Phone Support/Proofreading/Document writing
- Mandarin & English speaking skills (Oral & Written)
- Good email etiquettes. Courteous Greeting & Closing. Correct usage of Names, Appropriate Capitalization & Punctuation, Avoiding Acronyms and Emoticons, Professional Usage of Fonts & Colours, Accurate Adaptation of References
- Excellent typing skills
- Basic user-level knowledge of Operating Systems (Windows 7)
- Knowledge of browsers (IE8 and Chrome) & Adobe Acrobat Reader
- Familiarity with document verification & financial transactions
- Familiarity with Document Verification and Financial transactions
- Internet/Social media savvy.

Email us at [recruitment@globeegbs.com](mailto:recruitment@globeegbs.com) or [HR@globeebpo.com](mailto:HR@globeebpo.com) if you're interested to apply.

## 9. Schindler (location in Petaling Jaya)

### Job title: Finance Analyst – Shared Services

Jardine Schindler Group (JSG) is a joint venture between Jardine Matheson (est.1832) and Schindler Group(est.1874). JSG is specialized in design, engineer, install, maintain and modernize elevators, escalators and moving walkways in Hong Kong, Malaysia, Singapore, Thailand, Indonesia, Taiwan, Vietnam, the Philippines, Macau, Myanmar, Brunei and Cambodia. On average, 100 million people throughout the Asia Pacific regions will be transported by equipment supplied and maintained by JSG on any given day.

#### Job Description

- AP focal for specific assigned country/ies, to processes invoices (PO and non-PO) accurately & responds to AP inquiries within SLA.
- Resolves processed work by verifying entries and comparing system reports to balances
- Verifies vendor accounts by reconciling monthly statements and transactions, and timely follow up on unreconciled items promptly,
- Records needed information into the general ledger (SSC )
- Perform other duties as and when delegated i.e. back-up function, business process improvement initiatives, and ad-hoc projects
- Be responsible for the process month end activities which include closing, reporting and reconciliations.
- Investigate and resolve any discrepancies
- Resolve queries related to the statement of accounts, invoices and payments information on a timely basis from Local Finance/Internal and External parties including auditors during audit and corporate income tax filing period
- Provide strong backup to AP team on the overall process
- Contribute to the smooth running of the finance shared service center by performing other tasks as required
- Comply to company policies, working instruction while performing tasks.

#### Qualifications

- Candidate must possess at least Bachelor's Degree/Post Graduate Diploma/Professional Degree in Finance/Accountancy/Banking or equivalent.
- Preferably candidates with relevant working experience in Finance Shared Services and exposure to the MNC
- Good analytical skills and process driven personality
- Excellent interpersonal skills and good communication and problem solving skills
- Proficiency in English
- Experience working in an SAP work environment

Interested candidates to apply on LinkedIn at [https://www.linkedin.com/jobs/view/finance-analyst-shared-services-1-at-schindler-group-1840743733/?utm\\_campaign=google\\_jobs\\_apply&utm\\_source=google\\_jobs\\_apply&utm\\_medium=organic&originalSubdomain=my](https://www.linkedin.com/jobs/view/finance-analyst-shared-services-1-at-schindler-group-1840743733/?utm_campaign=google_jobs_apply&utm_source=google_jobs_apply&utm_medium=organic&originalSubdomain=my)



## 10. Evonik (location in Petaling Jaya)

### Job title: IT Administrator – Operations Centre

#### Job Description

- Monitoring of IT Applications / Services worldwide as well as the basic infrastructure components in Evonik Data Centers / Hub Sites.
- Initial troubleshooting, prequalification, resolution and escalation (if required) to the Subject Matter Experts (on-duty or on-call).
- Major Incident Coordination: in case of one or more critical services are affected, take over this role. (Major incident qualification, communication with internal IT and customers, IT Application / Service status check and support the resolution process).
- Central Emergency Change Coordination: organization of the e-CAB (Emergency Change Advisory Board), check the impact of Applications / Services and support the decision process.
- Involvement in Event, Incident, Change, Knowledge Management processes and IT Service Continuity (ITIL).
- Logging, work and document the work in Ticket system.

#### Requirements

- Technical skills
  - Experience with Windows Server Administration.
  - Experience with Linux Server Administration.
  - Basic networking (TCP/IP, DNS, DHCP ...).
  - Basic knowledge about web services (Tomcat / IIS).
  - Basic knowledge about application architecture is required (Applications Servers, DB, load balancer ...)
  - Basic knowledge MS Azure Cloud is nice to have.
  - Basic scripting skills is nice to have.
  - Basic database knowledge is nice to have.
- Successfully completed vocational training in IT or similar training
- Understanding of different abstraction levels in presenting the services in monitoring as well as of technical process chains of services
- Must demonstrate an accurate and dependable way of working and a high degree of self-initiative
- Excellent communication and team skills as well as flexibility
- Process-oriented a/o process-focused way of thinking
- Good knowledge of English, written and spoken
- Good IT knowhow (IT service management processes, use of supporting tools)
- Willingness to work on different “normal” business hours, including work in shift (USA Time Zone) as well as weekends on-call

Interested candidates to apply on [https://jobs.evonik.com/job/Kuala-Lumpur-IT-Administrator/587670401/?locale=en\\_US](https://jobs.evonik.com/job/Kuala-Lumpur-IT-Administrator/587670401/?locale=en_US)

VACANCY REFERENCE NUMBER:123269

Please address your application to Amy Andrew.