



# AKBAR BUCHARI

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Segambut, Kuala Lumpur

## AREAS OF EXPERTISE

- Video Editing & Post-Production
- Storytelling & Visual Composition
- Creative Direction
- Project Management
- Film & Video Production Workflow
- Content Creation for Social Media Platforms
- Branding & Marketing Video Content
- Collaborative Workflow & Team Coordination
- Documentary & Short Film Editing
- Client & Stakeholder Relations

## WORKING EXPERIENCES

### **Artmor Production House** | Freelance In House Editor | *January 2020 - Present*

- Produced content for social media and digital campaigns
- Delivered end-to-end video production services to a variety of clients, including editing, color grading, and sound design for promotional videos, YouTube content, and branded media.
- Worked closely with clients to understand their creative vision and provided expert advice on video composition, pacing, and editing techniques to achieve their desired outcomes.

### **Computacenter Services (Malaysia) Sdn Bhd** | Analyst | *July 2024 - Present*

#### ***Service Desk Technical Support Project for BASF Indonesia***

- Created training materials, delivered refresher training, and mentored junior analysts, ensuring the team remained knowledgeable and efficient by sharing best practices, improving troubleshooting skills, and fostering continuous development.

### **Tech Mahindra ICT Services** | Executive Technical Support | *March 2022 - July 2024*

#### ***Service Desk Technical Support Project for BASF Indonesia***

- **Bravo Award Achiever** - Consistently surpassing Key Performance Indicators (KPIs) over a span of three months, maintaining a flawless 100% Quality Assurance (QA) score.

### **Accenture Malaysia** | Associate Customer Support | *November 2020 - March 2022*

#### ***YouTube Partner Programme Support for Indonesia Market***

- **Best L1 Agent of The Month** - Managed 200 customer inquiries with a flawless record of zero Dissatisfaction (DSAT) reports for ticket handling, while also garnering a noteworthy 30 Customer Satisfaction (CSAT) ratings accompanied by appreciative comments.

## EDUCATIONS

### **Liverpool John Moores University** | BSc (Hons) in Multimedia Computing

### **YPC International College** | Foundation in Business & Information Technology

## TECHNICAL PROFICIENCIES

Adobe Premiere Pro | DaVinci Resolve | Adobe After Effects | Final Cut Pro X | Adobe Photoshop | Adobe Illustrator | Video Compression & Rendering | Microsoft Office Suite | Google Office Suite | Zoom | Windows OS | MacOS | Android | iOS | Microsoft OneDrive | Google Drive | Google Analytics |

## REFERENCE

### **Joanita Srikandi**

Computacenter Services (Malaysia)

Senior Analyst

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### **Nanda Kurniawan**

Artmor Production House

Creative Director

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