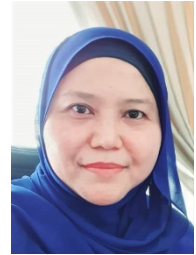


EXPERT PROFILE

TS. DR. SULFEEZA MOHD DRUS

- Position: Head of Informatics Department, College of Computing and Informatics
- Years of professional experience: 22 years
- Research Centre: Institute of Informatics and Computing in Energy
- **Research Forte:** Data Analytics, Machine Learning, Knowledge Management, Knowledge Audit



EDUCATIONAL BACKGROUND

- Universiti Tenaga Nasional | PhD in ICT
- Universiti Tenaga Nasional | Master of Information Technology
- Clarkson University, USA | Bachelor of Science (Management Information Systems)



PROFESSIONAL EXPERIENCE

Ts. Dr. Sulfieza Mohd Drus is an enthusiastic lecturer with 20 years of teaching experience. She is currently holding an administrative position as Head of Informatics Department at the College of Computing and Informatics, Universiti Tenaga Nasional (The Energy University), Malaysia. As the Head of Department, she is responsible for designing the curriculum and ensuring the quality delivery of the curriculum of the three (3) Bachelor of Information Technology programs offered in the department as well as overseeing and managing the academic staff in the department. She has been holding the post of Head of Department since November 2016.

She is currently teaching business analytics and data analytics courses at the undergraduate and postgraduate levels. She has also successfully supervised 3 PhD graduates and 1 Master's graduate by research. She has published more than 40 papers in cited journals and indexed conference proceedings. She is also actively involved in numerous research and consultancy projects in various domains of Information Systems amounting to RM2.3 million. Due to her interest in the data science and analytics domain, and she has pursued further knowledge in these domains and has successfully obtained a professional certification as Dell EMC Certified Data Science Associate.

KEY PROJECT HIGHLIGHTS:

- Formulating an Integrated Knowledge Strategy Model to Enhance Knowledge Management Implementation for Energy Sector through the Adoption of Knowledge Audit Outcomes – 2014
- Depression Predictive Model based on Features of Depressive Behaviour Identified Through Social Media Analytics – 2020
- Winning the Customers: Understanding Customers' Values through Analytic Driven Complaint Management System – 2018