

Abang Muhamad Khomeini Bin Abang Seruji

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PROFILE

I am a conscientious person who works hard and pays attention to details. I'm flexible, quick to pick up new skills and eager to learn from others. I have experience in customer service, negotiation skill and aiming to use my ability and knowledge to work for your organization.

EDUCATION

- Universiti Teknologi Mara (UiTM), Puncak Perdana Campus**
(2010 - 2014)
 - Bachelor of Science in Information Studies (Hons) Information System Management
 - CGPA: 3.31
- Sekolah Menengah Kebangsaan Bako**
(2007 - 2008)
 - Sijil Tinggi Pelajaran Malaysia
 - Grade: B, C+, C+, C
- Sekolah Menengah Kebangsaan Agama Matang**
(2002 - 2006)
 - Sijil Pelajaran Malaysia
 - Grade: 3B, 3B, 3B, 4B, 5C, 5C, 5C, 7D, 8E, 8E

WORK EXPERIENCE

- AEON Credit Service (M) Bhd**
Executive (Credit Management Group)
(26 August 2019 - Present)
 - To follow up closely with customers regarding their payment.
 - Report daily results and problems regarding customer loan account to the Team Leaders.
 - Assist customers regarding product knowledge and payment procedures.
- Sarawak Information System SDN. BHD. (SAINS)**
Contact Centre Executive (SL1M)
(4 June 2018 - 4 June 2019)
 - Inbound and outbound called
 - Handle customer ICT problems (computer, network, system) and provide solutions to the problems.
 - Handling public complaint (Talikhidmat), recorded problems details and route it to the relevant agencies.
 - Liaising with another support team to ensure that all service requests and enquiries are resolved and completed on time.
 - Handling Contact Centre email - Identify and analyse the problems and route it to the Internal Service Provider (ISP)

SKILLS

Problem Solving Critical Thinking Commitment
Customer Service Negotiation Time Management
Microsoft Power Point Microsoft Word

INTERESTS

Hiking Fishing Martial Arts Photography
Futsal

LANGUAGES

Bahasa Malaysia ● ● ● ● ●
Fluent
English ● ● ● ● ●
Intermediate

REFEREES

- Name: Mohd. Noor Azan Bin Tahir
Occupation: Penolong Akauntan W29
Contact No: 082-319835 EXT:145
E-mail Address: noor.azan@sarawak.gov.my
- Name: Muhd. Fadhli Bin Dawek
Occupation: Penyelaras Pentadbiran Masjid Daerah S29
Contact No: 013-8261300
E-mail Address: mufada@sarawak.gov.my