

NOOR AIN BINTI ROSLAN
DIPLOMA IN FOOD SERVICE MANAGEMENT

Universiti Teknologi Mara (UiTM) Contact No: +6011-72930776 Email: noorainroslan97@gmail.com
Ipoh, Perak



To practice a profession where my knowledge, ability and commitment can be fully applied with an opportunity for eventual career advancement and ultimate goals of becoming effective and excellent.

EDUCATIONAL BACKGROUND

Universiti Teknologi Mara (UiTM) Pulau Pinang Diploma in Food Service Management	(Jun 2016 – Jun 2019)
SMK Kg Dato Ahmad Said Tambahan 2 Sijil Pelajaran Malaysia (SPM) Penilaian Menengah Rendah (PMR)	(Jan 2010 – Dec 2014)

WORK EXPERIENCE

UEM Edenta Medisrve Sdn. Bhd. Helpdesk Assistant	(July 2023 – Present)
<ul style="list-style-type: none">Assist customers on the request, complaint, and/or question via phone. Maintain priorities, based on the needs of internal and external clients.Escalate customers' request/complaint to the correct channel and recipient to ensure issues are being addressed immediately.Ensure all Work Orders are properly recorded and updated into ASIS system accurately and in a timely manner without causing delay to any parties (internal and external). Revert to customers on the progress of their request should any update on the Work Order becomes available.	
I C A Plastic Industries Sdn. Bhd. Logistics Officer	(April 2021 – Jul 2022)
<ul style="list-style-type: none">Issuing Delivery Order on SAP Business One System and ensure draft DO generated are matched.Booking transportation and ensuring they deliver goods within agreed terms.Monitoring shipments to ensure on time delivery. Handling shipment clearances. Respond to shipping complaints, lost items, damages.Manages Touch n Go, Diesel & Petrol usage and Driver's trip daily record.	
Jabatan Perangkaan Negeri Perak CATI Caller (Contract)	(Jan 2021 – Mac 2021)
<ul style="list-style-type: none">Conduct interviews according to selected places of residence using the CATI system (Computer Assisted Telephone Interview)Responsible as the Call Center Officer (Census Hotline) to answer respondents queries related to the 2020 populaon and housing Cencus.Assist in respondents who come to the office to obtain assistance related to the cencus at their place of residence.Assist in resolving incomplete e-Cencus cases via phone callRecord census acvies via CATI and telephone in the Enumerator's Daily Work Progress Record (Document 33a)	
Smashwars Badminton Academic Admin Clerk	(Sept 2019 – Oct 2020)
<ul style="list-style-type: none">Performs general office clerical work, which may include customer service, data entry, filling and organizing and related workTo handle day to day court bookings and payments. And create daily report to management.Assist management to carry out tasks on ad-hoc basis.	
Brahim's Sats Food Services Sdn. Bhd. Internship	(Aug 2018 – Nov 2018)
<ul style="list-style-type: none">Performed as a dishing section assistant.Doing part of Chef task such as write temperature on CCP Logging, cook rice in steamer.Selected to be part of Japanese Kitchen Audit	

CERTIFICATE

- Food Handler Certificate (12/2017) - Present

SKILLS

Hard skills	: Microsoft Word, Microsoft Excel, Microsoft Power Point, Basic Accounting, SAP System, ASIS System
Soft Skills	: Committed, Fast Learner, Independent, Teamwork, Time-Management, Communication, Multitask, Responsible

LANGUAGES

Malay	: Native	English	: Professional
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REFERENCE

AVAILABLE UPON REQUEST