

NORMADIANA A/P MALEK
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WORKING EXPERIENCES

CORPORATE MOBILE OPERATIONS (CMO)

Infosys (Malaysia) Sdn. Bhd. (May 2023 - Present)

- Consistently delivered positive customer interactions, fostering trust and loyalty within our client base.
- Demonstrated exceptional dependability, ensuring the smooth flow of mobile order fulfillment processes and other service functions.
- Actively pursued ongoing learning and readily embraced coaching, resulting in a continuous improvement in skills and efficiency.
- Effectively collaborated with sales specialists and external customers, contributing to the streamlining of the overall customer experience and meeting their needs.

TEACHER ASSISTANT

New Sun Moon, Bangsar, Kuala Lumpur. (April 2021-March 2023)

- Planned and delivered effective lessons: Developed and delivered developmentally-appropriate lessons that enabled young children to acquire essential foundational skills and social-emotional development.
- Monitored and assessed student progress: Employed a range of assessment techniques to track the progress of each student and identified areas where additional support was necessary.
- Cultivated a positive classroom culture: Successfully promoted positive behaviours and social interactions, helping children develop essential social skills, such as problem-solving, turn-taking, and sharing.

CUSTOMER CARE CONSULTANT

Maxis Broadband Sdn. Bhd, Kuala Lumpur. (October 2018-April 2021)

- Proven ability to successfully manage customer orders in a CRM system with precision and accuracy.
- Demonstrated exceptional customer service skills by promptly scheduling installation appointments and resolving issues to the satisfaction of customers.
- Skilled in negotiating with higher management to approve customer claims, resulting in increased customer satisfaction.
- Proficient in handling customer billing accounts through the KENAN billing system with accuracy and timeliness.
- Highly experienced in developing strong relationships with account departments, resulting in prompt and efficient resolution of customer issues related to payment and account suspension.
- Expertly handled emails from different department and team regarding customer accounts, ensuring prompt and efficient resolution of issues.

EDUCATION BACKGROUND

- BACHELOR DEGREE | **2015-2017** | Human Resources UiTM-Puncak Alam, Selangor
- DIPLOMA | **2011-2014** | Insurance UiTM-Alor Gajah, Melaka

TECHNICAL SKILLS

>HTML
>CSS
>JavaScript

<https://dianamk20.github.io/mylatestresume/>

OTHER RELEVANT SKILLS

>Proficient in Microsoft Words, PowerPoint and Excel
>Proficient in both spoken and written English and
>Time management
>Team Player