

**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