

Nur Hayati Buhri

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OBJECTIVE

To join an outstanding organisation that offers an enriching experience in developing interpersonal skills and stimulates professional growth.

EDUCATION**University of Science Malaysia (2005-2008)****Gelugor Penang****Bachelor of Management (Honors)**

Major: Marketing, Minor: Psychology
CGPA: 2.90

Sekolah Menengah Kebangsaan Yan (2003-2004)**Kedah**

Sijil Tinggi Pelajaran Malaysia (STPM) 2004 (A,B+,B,B)
Band 5 for Malaysian English Universities Test (MUET)

Sekolah Menengah All Saints (2000-2002)**Sabah**

Sijil Pelajaran Malaysia (SPM) 2002

WORKING EXPERIENCES***Employee Engagement, Group Human Capital, Maybank (May 2009 – May 2015)***

Executive, Employee Engagement –

- Lead the Employee Engagement Survey (EES) project for Maybank Group. Prepared proposal and budget paper for the EES, attended and gave inputs in the tender selection for EES consultant. Also worked closely with the consultant before, during and after the EES. Ensured a high EES responds rate by continuously providing assistances and support to employees throughout the whole survey period. Organised and participated in the EES result presentation to Top Management and selected departments. Prepared ad-hoc EES reports for Top Management.
- Key committee member for Maybank Group Awards Nite Annual event. In charged of proposal and budget paper, and the budget controller.

- Oversaw the process and arrangement for Townhall Sessions and Conversation sessions between top management and employees.
Ad-hoc projects/task i.e working with other sectors or department in short term projects.

Leap 30, Maybank (March 2009 – May 2009)

Analyst, Recruitment Initiative.

- Ensured that all documents were filed and ensured the team was on schedule. Prepared the Employee Value Proposition. Created the workplan, framework, and final proposal for the Employee Value Proposition.

Carlson Marketing (October 2008 - February 2009)

Positioned as Customer Service Agent for Virgin Blue

- Handled members' enquiry and complaints through emails and phone calls. Also did car and flight bookings for the members.

Maxis Communication (September 2008)

Temporary Staff

- Positioned as a broadband agent. Handling customers' problems and enquiry and doing sales.

Etika Insurance & Takaful (April – July 2008)

Industrial Training (Intermediaries Administration Dept)

- Assisting the executives in administration duties, specifically in written communication / notifications to all agents under Etika.

Maxis Communication (June - July 2006)

Customer Service

- Temporary staff, positioned as a front line customer service agent. Experienced in handling customer's queries and problem solving.

CNX Solutions (2004)

Helpdesk

- Positioned as a Helpdesk junior executive for a telecommunication company. This post required handling customer complaints and queries via telephone and email.

EXTRACURRICULAR ACTIVITIES

Sports

Represented USM in numerous Rowing Competition organized by MASUM (Majlis Sukan Universiti Malaysia), Varsity (Malaysia Education Department), and USM (University Sains Malaysia). Received 1st, 2nd and 3rd placing. This competition enhanced teamwork skills.

COMPUTER KNOWLEDGE

Word, Excel, Powerpoint, Publisher, Adobe Photoshop, Keynote (Mac)

LANGUAGES

Fluent in written and spoken English, Bahasa Melayu

INTERESTS

Travel

Reading