



NUR INSYIRAH HUSNA ZULKIFLI

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SUMMARY

Graduate with a Diploma in Banking and a Bachelor's Degree in Islamic Banking, skilled in financial analysis, client relationship management, and Shariah-compliant finance. Proficient in banking software and financial tools, with strong problem-solving and communication abilities. Committed to contributing to a forward-thinking financial institution.

WORK EXPERIENCE

- Cashier & Crew member, Baskin Robbins****March 2023 - Present**
- Warmly greeted customers and ensured a welcoming atmosphere. Assisted customers with menu selections and answered questions about flavors, ingredients, and dietary options.
 - Managed cash register operations, processed various forms of payment, and provided accurate change. Ensured all transactions were handled securely and efficiently.
 - Work cooperatively with other team members to ensure efficient service during peak hours.
- Promoter, Forth Dimension****Mar 2021 - Jan 2022**
- Addressed customer queries and concerns promptly, resolving issues to ensure customer satisfaction and loyalty
 - Actively engaged with customers to promote products/services, effectively communicating features and benefits to drive interest and sales.
- Waitress, ArabThai Restaurant****Feb 2020 - May 2020**
- Accurately took orders and served food and beverages promptly, ensuring orders were delivered correctly and to the customers' satisfaction.
 - Provided exceptional customer service to ensure a positive dining experience, handling customer inquiries and complaints professionally and efficiently.

EDUCATION

- Bachelor of Business Administration (Hons.) Islamic Banking****2023 - Present**
- University of Technology MARA
- Islamic banking principles, including Shariah-compliant financial instruments, contracts
- Diploma in Banking****2020 - 2023**
- University of Technology MARA
- Foundational knowledge of banking principles, including financial markets, banking operations, and regulatory frameworks.

ADDITIONAL INFORMATION

- **Technical Skills:** Knowledge of Shariah-compliant financial instruments and contracts such as Murabaha, Musharakah, and Ijarah.
- **Languages:** English, Malay, Arabic.
- **Certifications:** Certified Islamic Finance Professional (CIFP), Certified Banking Professional (CBP) and Certificate in Financial Modeling (CFM)
- **Awards/Activities:** Actively participated in IBAC club, join any programs under UiTM and Leadership Excellence Award