

2/1/2021
PM



Muhammad Shahridzal Hafiz bin Ridzuan

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WORKING EXPERIENCE

Assistance Supervisor

Mac City Sdn. Bhd. (June 2020 - current)

- * Offer on-the-job training and coaching to new and existing staff.
- * Motivate and develop sales team in achieving sales target set by the Manager.
- * Show good example and best practice of customer care, stock display, operation and presentation.
- * Inspect equipment and sales products regularly to ensure it is in good working condition and safe to use.
- * Develop constructive and cooperative working relationship with Manager/Supervisor and Sales Team, and encourage mutual trust, respect and good working environment.

Sales Crew

Mac City Sdn. Bhd. (July 2019 - June 2020)

- * Greet customers who enter the shop and assist them to find the products they are looking for.
- * Suggest value added services and products to customers.
- * Involve in stock control and management
- * Responsible for processing cash and card payments.

How long to learn product.
1 month.

PROFILE

Personal Details

Date of Birth: 21 January 1994

Age: 26 ✓

Languages

English (5/5)

Bahasa Malaysia (5/5)

Computer Skills

Microsoft PPT (5/5)

Microsoft Word (5/5)

Microsoft Excel (4/5)

Strengths & Abilities

- Good time management
- Easily adapt to changes
- Excellent Team player
- Fast learner
- Customer oriented
- Very flexible

10 Staff under

Basic Salary - 2,000 + sales commission

Start date = Jan 2021.

HR and Frontliner (Practical Training)

Mahkota Hotel Melaka (February 2019 – May 2019)

- * Assist the HR Manager with day to day staffing and administrative work.
- * Greet guest who enter the hotel and assist them with the registration at the reception.
- * Make sure guests are well taken care off by providing good customer service.

EDUCATION

Bachelor in Business Administration (Hons) – Human Resource Management (2017 – 2019)

UiTM Bandaraya Melaka – CGPA: 2.86

Diploma in Business Management (2012 – 2015)

UiTM Lendu, Melaka – CGPA: 3.05

Malaysian University English Test (MUET)

Band 4

Extracurricular Activities

UiTM Bandaraya Melaka

1. Hasta La Vista: Aloha Mahalo (2019) - *Logistics Leader*
2. Academic Trip to UiTM Jasin, Melaka (2018) - *Project Leader*
3. Seminar Programme: Road to Change (2018) – F & B *Committee*
4. Smart Meter Programme – **Tenaga Nasional Berhad**
Survey Committee for TNB on the Smart Meter (2014)

Career Objectives

1. To gain as much knowledge as possible while working for the organization and to achieve the organization's goal and objectives.
2. Widening my career horizon by utilizing my current capabilities while enhancing my skills with the new knowledge and experience learned.
3. Looking for an Entry Level Human Resources Administration position or any position relevant to my degree and job experience, in order to fully utilize my knowledge, skills and abilities.

References

Mr Ryan Fam Ping Fei

Manager – Mac City AEON, Bandaraya Melaka.

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Tan Pui Lin

Front Office Manager at Mahkota Hotel Melaka

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Dr. Suhaida bt. Mohd Arifin

Lecturer in UiTM Cawangan Melaka
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