Afifah Binte Sheik Abdul Salam

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| **Education and Training** | |
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| **Republic Polytechnic**  Diploma in Aviation Management | 2016 – 2019 |
| **East View Secondary School**  GCE ‘N’ Level  GCE ‘O’ Level | 2010 – 2015 |

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| **Work Experience** | |
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| **Rentokil Initial, Customer Coordinator**  Responsibilities:   * Arrange pest service appointment for customer. * Tasked to service customers living at south and central of Singapore. * Handle complains and other feedbacks from customers. * Ensure all technicians (manpower) are fully utilized for daily jobs. * Multitasked on chats, calls, emails and sms on daily basis. * Uses iCABS function for work purpose. * Keep good relationship and strong team spirit with technicians and supervisor.   **Jetstar Technical Data Control Officer**  Responsibilities:   * Update flight hours, aircraft defects, pilot and cabin crew reports. * Calculate hour and cycle for aircraft parts. * Ensure all documents are secured and protected. Only certified personnel are allowed to look through the documents. * Attend meetings that is related with engineering. * Ensure all documents and certificates are updated according to CAAS. * Scan and update in system for Aircraft checks schedule and unscheduled.   **Jetstar Asia Safety Executive (Intern)**  Responsibilities:   * Handle reports from pilot, engineer, flight attendant, customer feedback and Jetstar staff report. Including reports on defects, incident and accident. * Protect the privacy for all reports. * Generate data and statistics of reports for meetings. * Attend safety meetings and safety convention. * Liaise with CAAS and ATC if there is incident or accident. * Attend on-ground audit at apron and aircraft.   **Part-Time Barista and Cashier**  **Coffee Bean & Tea Leaf Pte Ltd**  Responsibilities:   * Responsible for financial transactions at the counter * In-charge of food and drink preparation * Helped the Store Manager to achieve sales target with limited manpower due to my highly effective work performance * Ability to educate customers about the different coffee and tea regions, includes providing suggestions according to individual tastes * Excellent communication skill with tourist since it is located in the airport * Control the crowd during delayed flight with meals and services * I am a good team player and are able to communicate well with other workmate.   **Retail Assistant and Cashier**  **Guardian**  Responsibilities:   * Responsible to handle cash, credit and check * Responsible to bank in daily company sales * Responsible to count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and there is adequate change * Maintain clean and tidy store * In charge of stock intake and make sure that the products received is correct and not damaged * Assist customer with health product that suits them * Pleasantly deal with customer to ensure satisfaction | Aug – Dec 20  Aug 19 – Jun 20    Mar – Sep 18  Mar – May 17  Nov 15 – Mar 16 |

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| **Proficiencies and Skills** |
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| **Computer and Software**   * Microsoft Office [Word, Excel, PowerPoint, Outlook, OneNote] * Google Functions [Google Docs, Google Slides, Google Sheets] * Basic Programming [Python Software] * Unity VR [C-sharp Programming] |

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| **Awards and Achievements** | |
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| **Awards**   * CDC Bursary Award * CDC Good Progress Award * Value Award - Respect * Won 3rd Place/Bronze Award at Inter School Competition for NCDCC * Value Award - Respect * Won top 3 Award at Inter School Competition for NCDCC | 2016 – 2017  2015  2015  2015  2013  2011 - 2012 |
| **Achievements**   * Republic Polytechnic Certificate for taking part in Engineering in Community “Having Fun with Electronic Automation Kits” & “Inspire Young Minds to Engineering” (2016) * One Day Pilot Flying certifide from Subang Terminal Skypark, Malaysia (2015) * East View Secondary School Integrated Overseas Trip to Chiangmai, Thailand (2014) * East View Junior Master Chief 1st place (2012) | |

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| **Co-Curricular Activities** | |
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| **Republic Polytechnic**  Committee of Aviation Club   * Conduct lesson, activity and fieldtrip for members   Touch Football   * Participated in Bonding Camp   **East View Secondary School**  Netball   * Participated in community service for Breast Cancer Foundation   NCDCC   * Lance Corporal   Participated in Inter School Competition | 2016 – 2019  2016  2013 – 2015  2011 – 2015 |