



SHARMILAPREEYA A/P SELVARAJAH

Personal Details

Date of Birth: 07/12/1997

Marital Status: Single

Nationality: Malaysian

Contact Information

+6017-4442722

sharmilapreeya@gmail.com

No 50, Jalan Ronggeng 13, Taman
Skudai Baru, 81300 Johor Bahru.

@sharmilapreeyaselvarajah

<https://sharmilapreeya.github.io/mywebsite2/#link.education>

Programming Skills

- HTML • Bootstrap
- CSS • JavaScript

Microsoft Skills

- Word • Outlook • PowerPoint
- Excel • Publication

Languages

- English • Malay • Tamil

Achievements



Dean's List (Sem 1, 2, 4, 5)

Career Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Education

Diploma in Management

SPECTRUM INTERNATIONAL COLLEGE OF TECHNOLOGY

June 2020– Dec 2022

CGPA 3.87

Certification



APU Certified Associate Web Developer

ASIA PACIFIC UNIVERSITY OF TECHNOLOGY
& INNOVATION (APU)

Feb 2023–April 2023

Experiences

MSM PARTNERS SDN BHD

(April 2023 – Aug 2023)

IT Administrator – Software, Hardware & Networking

- Provide administrative support and daily, weekly & monthly documentation to IT Team.
- Helping to install, configure and maintain the company's IT framework
- Providing general support for the IT department and for the company's computer users.
- Setting up hardware and software applications as and when required
- Other ad-hoc duties as and when assigned

KELLY SERVICES MALAYSIA

(April 2020 – Nov 2021)

Language Interpreter

- As a telephone interpreter, I will listen to a limited English speaker, analyze the person's message, and accurately convey its meaning to a LLS Client.
- Each call is a three-way conversation between me as an interpreter, our client, and our client's Limited English Speaking person.
- Interpreting for Police forces, Hospitals, 999 Emergency, Banks, Social Service, Insurance, Counseling, Detention Center, Money Gram, Courts, School, etc.

AEGIS BPO MALAYSIA

(Jan 2016 – June 2019)

Customer Service Representative

- Handling majority from Australians related to flight bookings, Complaints and Product and Services.
- Complete Sales transactions of flight bookings and upsell AirAsia Products and Services.
- Identify, research and resolve passengers issues.
- Follow-up on passengers inquiries.
- Investigate and escalate booking issues