



## MAISARAH BINTI ABDUL PATAS

Bachelor's Degree holder in Information Management System with experience in IT support and customer service. Completed a six-month internship at PosDigicert Sdn. Bhd. in IT Infrastructure & Managed Services and Customer Care. Currently a Customer Service Representative at Concentrix Cyberjaya, handling live chat, calls, and emails for Singaporean customers and drivers. Skilled in problem-solving, time management, and professional communication in English.



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Maisarah Abdul Patas

### WORK EXPERIENCE

#### CONCENTRIX SERVICES MALAYSIA SDN. BHD. – CYBERJAYA

##### Customer Service Representative

| Jun 2025 – Present

- Delivered live chat, calls, and email support for 100% Singaporean customers and drivers, maintaining a professional and empathetic approach.
- Resolved 50–80 daily inquiries while ensuring 95%+ resolution rate within SLA.
- Created and tracked support tickets, ensuring 100% accurate documentation for follow-ups and escalations.
- Frequently recognized with positive CSAT feedback from both drivers and customers, reflecting strong problem-solving and communication skills.

#### POSDIGICERT SDN. BHD. – CYBERJAYA

##### IT Infrastructure & Managed Services (Intern)

| Aug 2024 – Oct 2024

- Deployed and configured 150+ IT assets (laptops, PCs, Surfaces, MacBooks) from new vendors for both internal and external users within 2 months.
- Coordinated and completed the disposal of 200 IT assets from two former vendors within 1 month, ensuring proper compliance and documentation.
- Maintained accurate documentation for every deployment and return process, including updating Excel records for receiving new assets and retrieving former laptops.
- Collaborated with vendors to troubleshoot and resolve technical issues, supporting smooth IT infrastructure operations.
- Assisted in asset lifecycle management, improving tracking efficiency.

##### Customer Care Service Support Level 1 (Intern)

| Nov 2024 – Jan 2025

- Provided first-level support via calls, emails, and ticketing system, assisting 20–40 customers daily.
- Escalated complex cases to higher-level teams with detailed documentation for faster resolution.
- Maintained a professional and empathetic approach, contributing to positive customer feedback.

### EDUCATION

#### Bachelor of Information Science (Hons.) – Information System Management

Universiti Teknologi MARA, Puncak Perdana Campus – Shah Alam, Selangor

2022 – 2025

- Achieved Dean's List recognition during internship semester.

#### Diploma in Information Management

Universiti Teknologi MARA, Rembau Campus – Negeri Sembilan

2019 – 2022

- Active in co-curricular Marching Drills team (Semesters 1–3), developing discipline, teamwork, and leadership skills.

### ADDITIONAL INFORMATION

#### Technical Skills:

- Microsoft Office Suite (Word, PowerPoint, Excel, Project)
- HTML, PHP, MySQL
- Adobe Photoshop
- Canva – Excellent
- Spiceworks Software
- IT Support

#### Professional Skills:

Customer Service | Presentation & Public Speaking

Problem-Solving | Adaptability | Fast Learning

Time Management | Working Under Pressure | Fast-Paced Environment Handling | Discipline

#### Languages:

- English, Bahasa Malaysia and Arabic

#### REFERENCES

Encik Amzari Abu Bakar  
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Sashiman  
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