

# OOI CAARON

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1999 JULY 1

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## SUMMARY OF MYSELF

While waiting for my final high school result, I took up Martial arts known as Boxing as an Amateur fighters. After a period of time, I realize that a career in this field is short live and took on another career working with an interior design company doing administrative support. Due to the co running into cash-flow issue I was retrenched however I was lucky to get a position in the Hotel line. My services were terminated when Covid-19 strike the Hotel line took a heavy beating in Penang. The Hotel ceased to operate immediately, again I was retrenched. Currently, I'm enrolling Software Engineering course in Forward School.

## EDUCATION

2013-2015	HAN CHIANG HIGH SCHOOL (FORM 3)
2016-2017	SMK HAMID KHAN (SPM)
2022-CURRENT	FORWARD SCHOOL (Software Engineering)

## EXPERIENCE

**MAR 2020 - MAY 2020**

**HOUSEKEEPING ACTING SUPERVISOR  
(PROMOTED) / JAZZ HOTEL PENANG**

- ASSISTS GUEST OR PATIENTS WITH QUESTION AND BASIC REQUEST
- ENSURES THAT ALL COMMON AREAS ARE KEEP CLEAN AND FREE FROM HAZARDS
- PREPARE DAILY REPORT FOR SUPERVISOR AND MAID
- HANDLE MAID DUTY ROSTER
- RESPOND TO GUEST COMPLAINTS AND SPECIAL REQUEST
- CHECK ROOMS AND COMMON AREAS, INCLUDING STAIRWAYS AND LOUNGE AREAS FOR CLEANLINESS
- OVERSEE STAFF ON A DAILY BASIS
- ENSURE THAT EACH ROOM IS CLEAN, SANITIZED AND REPLENISHED ALL MATERIAL IN THE ROOM

- PROVIDE AND ENSURE THAT CUSTOMERS RECEIVE GOOD QUALITY SERVICE AT ANY GIVEN TIME
- ASSIGNED PM DUTIES TO STAFF
- ALL ROOMS WERE COMPLETED AT THE END OF THE DAY
- PROVIDE 5 STAR SERVICE TO GUEST

**MAY 2019 - FEB 2020**

**HOUSEKEEPING COORDINATOR / JAZZ HOTEL  
PENANG**

- HANDLES ALL TELEPHONE CALLS AND PAPERWORK OF HOUSEKEEPING DEPARTMENT
- COMMUNICATES WITH ALL OTHERS DEPARTMENT OF HOTEL
- MONITOR EXPECTD DEPARTURE, ARRIVAL ROOM, ROOM CHANGES AND ETC
- PREPARES PURCHASE REQUEST AND FOLLOW UP KENSOFT FOR OFFICE SUPPLIES, GUEST AMENETIES AND ETC
- KEEP INVENTORY OF ALL STORE ITEMS AND GUEST SUPPLIES
- HANDLES GUEST REQUEST AND ENQUIRIES
- RESPONSIBLE FOR ALL LOST AND FOUND ENSURE PROPER RECORDING, STORAGE, CLAIMING, RELEASING AND DELIVERY PROCESS UPON GUEST ASKING, CLEAR L&F EVERY QUATERLY
- TRACKING ON LOAN ITEMS TO GUEST ROOMS IF ANY
- KEEP RECORDS OF KEYS ISSUED TO TEAM MEMBER OR OTHER DEPARTMENT
- MAINTAIN AND UPDATES LATEST INFORMATION RECORD ON WHITE BOARD
- RECORD, RELAY AND FOLLOW UP ON ALL REQUEST MADE BY TELEPHONE INTO HOUSEKEEPING OFFICE
- UPDATES ATTENDANCE AND VACATIONS OF ALL HOUSEKEEPING TEAMS
- UPDATE GUEST REVIEW THROUGH OTA TO ASSISTANT HOUSEKEEPER / EXECUTIVE HOUSEKEEPER

**SEP 2018 - APR 2019**

**ADMIN & HOMESTAY CLEANER / SHOBY DESIGN**

- MAINTAINING OFFICE'S STATIONERY
- PRINTING AND COLLECTING ALL PAPERWORK REQUIRED FOR THE NEXT WORKING DAY
- RECORDING AND UPDATING CUSTOMER DATABASE
- PHOTOCOPYING AND SCANNING ADMINISTRATIVE DOCUMENTS
- HANDLING TELEPHONE INFORMATION REQUEST
- PERFORM GENERAL CLERICAL DUTIES INCLUDING BUT NOT LIMITED TO, ORDERING SUPPLIES, FILING AND RECORD KEEPING
- PREPARE CHEQUE PAYMENT
- HANDLE PETTY CASH
- PREPARE MONTHLY BILLING
- OVERSAW THE DAY TO DAY OPERATION, INSPECT THE SITE CONSTRUCTION, MAKE SURE THE PAINTING AND QUALITY IS WELL DONE
- CLEANING SITE WHEN THE CONSTRUCTION IS DONE

### **SKILLS & ABILITIES**

- |              |                           |
|--------------|---------------------------|
| • HTML       | • OPERA MANAGEMENT SYSTEM |
| • CSS        | • KENSOFT                 |
| • JAVASCRIPT | • XILNEX                  |
| • PHP        | • MS EXCEL                |
|              | • MS WORD                 |

### **LANGUAGES**

- ENGLISH
- CHINESE
- MALAY

**SALARY**

LAST DRAWN SALARY (RM 1900)

**REFERENCE**

EXECUTIVE HOUSEKEEPER  
HOUSEKEEPER

ZORHALIF HOSNI (010-562 8612)  
CHE NORLIZA (016-551 7254)