



NURUL BALQIS JAMALLUDDIN

Graduate Diploma in Programming PMSZA
+60 17 2582573 | nurlblqis@gmail.com |
Puncak Alam, Selangor

PROFILE SUMMARY

I am a determined and responsible Diploma in Programming graduate with internship experience in System Administrative, skilled in project management, analysis, and problem-solving. I'm a fast learner, excel at time management, and thrive under pressure. My leadership skills, collaborative nature, and solid engineering foundation make me eager to launch my career and contribute to process optimization.

EDUCATION

Diploma in Programming

Politeknik Sultan Mizan Zainal Abidin , Dungun , Terengganu

June 2014 – Apr 2017

Sijil Pelajaran Malaysia

SMK (P) Assunta, Petaling Jaya , Selangor

2009 – 2013

WORKING EXPERIENCE

SERVICE ADVISOR & PARTS COORDINATOR

2020 Motors Service Centre SDN BHD

Apr 2019 – Present

- Provided prompt and effective resolution to customer inquiries, ensuring high satisfaction levels.
- Cultivated and maintained strong client relationships, enhancing customer retention and loyalty.
- Managed Ford parts ordering and inventory, ensuring optimal stock levels and minimizing downtime.
- Coordinated efficient procurement processes to support seamless vehicle servicing operations.
- Prepared precise and detailed technical reports based on technician diagnoses, ensuring clarity and accuracy.
- Simplified complex technical information for effective customer communication and informed decision-making.
- Processed invoices for parts and labor with precision, ensuring accurate financial documentation.
- Maintained comprehensive financial records and ensured timely payments, supporting smooth business operations.
- Achieving sales targets and drove revenue by effectively promoting and selling parts to customers
- Processed customer orders and inquiries, providing accurate information on parts availability, pricing, and delivery times
- Maintained a clean and organized parts storage area, improving the ease of access for technicians and reducing the risk of errors

SERVICE ADVISOR
LR PREMIUM SDN BHD

Dec 2017 – Feb 2019

- Provided prompt and effective resolution to customer inquiries, ensuring high satisfaction levels.
- Cultivated and maintained strong client relationships, enhancing customer retention and loyalty.
- Managed Ford parts ordering and inventory, ensuring optimal stock levels and minimizing downtime.
- Coordinated efficient procurement processes to support seamless vehicle servicing operations.
- Prepared precise and detailed technical reports based on technician diagnoses, ensuring clarity and accuracy.
- Simplified complex technical information for effective customer communication and informed decision-making.
- Processed invoices for parts and labor with precision, ensuring accurate financial documentation.
- Maintained comprehensive financial records and ensured timely payments, supporting smooth business operations.

SYSTEM ADMIN (INTERNSHIP)
LTH GROUP ASIA

Nov 2015 – Feb 2019

- Assisted system administrators with daily tasks, including user account management for over 100 users, software installations on 50+ workstations, and basic hardware maintenance.
- Provided technical support to end-users, resolving an average of 20 help desk tickets per week related to software and hardware issues, contributing to a 95% user satisfaction rating.
- Maintained accurate documentation of system configurations and user activity, improving knowledge base accuracy and facilitating efficient troubleshooting.

PROJECT

System Development called e-Hostel TATI

2016

- Developed a data-driven system for TATI College, streamlining information management.
- Created a new student information system, improving data accessibility and efficiency.
- Designed a user-friendly GUI for a six-component force balance system using C++ and Java, enhancing data visualization and analysis.

SKILL & LANGUAGES

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|-----------------|-------------------|--------------------|
| • MS Excel | • GDMS | • Teamwork |
| • MS Word | • Problem Solving | • Leadership |
| • MS PowerPoint | • KPI Driven | • Malay (Fluent) |
| • SAP | • Discipline | • English (Fluent) |

PROFESSIONAL CERTIFICATE

- Micro Credential Program of Competency Unit Sales and Marketing Operation
 - Market & Product Survey
 - Direct / Retail Sales
 - Self-Sales Performance
- Micro Credential Program of Competency Unit Sales and Marketing Operation
 - After Sales Service
 - Online Sales
 - Product Marketing

AWARD & ACHIEVEMENTS

- Recipients of Dean List Award
- Participants of Johor International Land Rover Jamboree 2018
- Exco in Multimedia for Society Pembimbing Rakan Siswa
- Participants in Mobile App Development Workshop
- Participants in Interactive and Innovative 2012- 2013
- President of Kelab Pengguna 2013

REFERENCES

Mohd Khairul Asmizi Bin Awang
Manager,
2020 Motor Service Sdn Bhd
Tel: **+6012 548 2573**

Azlina Sarip
Senior Executive,
Sime Darby Auto Connexion
Tel: **+6012 828 1357**