**FARHATH BANU VARUSAI MOHAMED**U88407-S%2D1-39954.5--1454621732

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| Current Address | | | | | |
| **Address** | : | 28, PERSIARAN SEGAMBUT DALAM,  SEGAMBUT GARDEN,  52100 KUALA LUMPUR | | | |
| **Tel (Mobile)** | : 012-4033622 | | | | |
| **Email** | : [fbanu25@yahoo.co.uk](mailto:fbanu25@yahoo.co.uk) | | | | |
| **Personal Particulars** | | | | | |
| **Age** | : | 41 | **Date of Birth** | : | 25 August 1975 |
| **Nationality** | : | Malaysia | **Gender** | : | Female |
| **Marital Status** | : | Single |  |  | |
| **Permanent Residence** | : Malaysia | |  | | |

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| **Aspiration** |

I am a self-starter and a result oriented person capable to work independently in a fast-moving environment. I work with team of people, support functions and resolve problems. My ability to interact and communicate excellently with peers and subordinates has been an advantage to me.

Taking on new challenges and assignments always interests me as it deepens my reservoir of knowledge. I believe that there is no end to gaining knowledge as it is the key to confidence and wisdom. With over 19 years of working experience in medium and large organizations beginning as a clerk to a managerial level, I am able to tackle various situations calmly and tactfully achieving the expected targets and within stipulated timelines. If given a chance I will excel in my work and be an asset to your organization.

**Strengths:**

* Leadership charisma
* Dynamic team player
* Sense of responsibility
* Highly inquisitive
* Creative and resourceful
* Excellent skills in communication and collaboration.
* Time management skills
* Dependable
* Energetic and honest

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| **Educational Background** | | | |
| **2012**  **Certificate in Learning and Development Practice (CLDP)**  Learning and Development  Chartered Institute of Personnel and Development CIPD, London, UK  **2012**  **Master of Business Administration**  Majoring in International Business  University of Wales, Wales, UK  **2001**  **Executive Diploma**  Majoring in Business Administration  University of Malaya, Malaysia  **1998**  **Higher Diploma**  Majoring in Private Secretaryship    **1992** **Sijil Pelajaran Malaysia (SPM)**  Sekolah Menengah Perempuan Jalan Ipoh, Kuala Lumpur, Malaysia        **Employment History**  January 2013 - January 2015  **MYEG Services Berhad**  **Assistant Manager, Immigration Services Department**  **Major accomplishments:**   * Work closely with IT team to enhance our services via ***Online Renewal of Pas Lawatan Kerja Sementara (PLKS) Permit*** for all sectorswhich was launched on 1st December 2014. * *Trained Sales Team and CSE* in product knowledge on renewal of PLKS and insurance for foreign workers. Also coaching the Sales Team for presentation and slides preparation for clients. * *Cut back-log* by more than half and improved on-time delivery to 90% by segregated to CSO team by area. Also increased number of CSE to speed up the processing of PLKS * Identified and acquired few high-value new clients for the company. * Created critical KPIs to track and improve on-time delivery, customer issues and delivery statistics. * Provided required weekly, monthly and quarterly reports listing PLKS renewal figures and client track records.   **Primary Responsibilities :**  • To lead the operation department of Immigration Services Department (ISD) on the  overall deliverables of ‘Pas Lawatan Kerja Sementara’ Permit Renewal for Foreign Worker  and Domestic Helper.  • To manage, supervise and coordinate the customer service executive team,  Customer Service Officer Team (CSO)/ Immigration liaison officer/ILO Team on the  entire deliverables of PLKS permit handling, passport collection and other  deliverables involved with the department.  • To liaise and coordinate with the other internal stakeholder such as Sales, Finance  IT Dept, Human Resource Department and other related Departments on PLKS Permit  status and ISD pertaining matters  • To be responsible in generating and submission of report progress of the overall  deliverables to Management and other related departments  • To lead the group in conducting interviews for new recruitment and expansion of ISD  • To be responsible in conducting weekly & monthly progress internal meeting with CSE,  CSO/ILO and other stakeholders  • To be responsible in attending weekly ISD Management meeting and preparation of  required data /info compilation required by the Management  **Secondary Responsibilities**  • To attend and respond to any mode of enquiries pertaining to Immigration service’s walk  in customer, inquiries via email (help@myeg.com.my or immi.alert@myeg.com.my and  telephone   * Assist ISD in drafting of new / update SOP to accommodate on the introduction of ‘Online Permit Renewal for Foreign Workers’   • To monitor and consolidate daily work progress inclusive of numbers of inquiries, status of  renewal and permit printing, collection and delivery of work permit sticker  • To provide consultation and solutions for problematic issues pertaining to immigration  services for foreign domestic helper/maid  • To assist CSE on the arrangement of FOMEMA medical checkup, preparation of money  order and other required documentation  • To assign CSO /ILO Team members on the deliverables of work permit  • To ensure smooth operation and services to customer with zero defect.  April - December 2012  **Innovate Solutions System Sdn. Bhd.**  **Master Trainer**   * Identifying training and development needs within client’s organisation. * Designing and developing training and development program based on both the organisation's and the individual's needs. * Considering the costs of planned program and keeping within budgets as assessing the return on investment of any training or development program is becoming increasingly important. * Working in a team to produce program that are satisfactory to all relevant parties in an organisation. * Developing effective induction program. * Devising individual learning plans and producing training materials for in-house courses. * Managing the delivery of training and development program and, in a more senior role, devising a training strategy for the organisation. * Monitoring and reviewing the progress of trainees through questionnaires and discussions. * Ensuring that statutory training requirements are met. * Evaluating training and development program. * Amending and revising program as necessary, in order to adapt to changes occurring in the work environment. * Keeping up to date with developments in training by reading relevant journals, going to meetings and attending relevant courses.   April 2008 - March 2012  **RCE Capital Berhad *(Subsidiary AMCORP)***  **Senior Executive, Credit Control**   * To assist Head of Department (“HOD”) to ensure smooth operations and controls of the Credit and Compliance, which include overseeing the duties of the Department’s personnel. * Play key roles in the implementation and refinement of policies relating to the measuring, reporting and management of strategic and operational risks; and recognize emerging credit factors and assist in devising appropriate mitigation strategies. * Be responsible for setting and maintaining credit criteria limits for operations of loans; monitoring various risk metrics and credit limits; and quantifying and monitoring the overall exposure to market, credit, earnings and credit risk. * Implement risk policies by managing a small team of credit/risk analysts, providing oversight over daily as well as ad-hoc analysis projects. * To develop and maintain good relationship with business partners, cooperatives, Branch Manager’s and or customer relations. * Ensuring credit policy compliances are adopted by business partners. * Scrutinize for fraud documents or alterations to loan documents by performing daily review of credit applications. * Conduct a minimum of 30% comprehensive customer and document audit to mitigate risk of phantom loans monthly. * To complete necessary paperwork and documentation on time to ensure conformance to departmental standards & procedures. * Tracking and measuring loan delivery time (6-48 hrs) and ensure service delivery timeline are met. * Setting, managing and monitoring sales budget for West Malaysia, Sabah and Sarawak. * Training and update on new criteria, management of passwords and other security controls within credit department.   ***Specific Responsibilities:***   * To assist BM’s on enquiries and other matters related to loan application. * Computation and managing BM’s weekly, monthly and incentive and other incentives in terms of commission pay-out. * To liaise with other colleagues within the RCE Group and business partners, as well as interdepartmental Heads on the successful implementation and coordination of new projects, procedures and guidelines. * To ensure prompt statistical reporting and submission to the various business departments. * To develop professional expertise, applies company policies and procedures to resolve company’s credit management difficulties. * To participate or lead team on credit evaluation, processing, review and approval of credit applications. * To practice effective time management to ensure deadlines and commitments are met.   **November 2007 – March 2008**  **Maybank Bank Berhad**  **Customer Service Executive**   * To administer and operate the Customer Service Section. * Inbound call handling/customer service via phone/email and online messenger providing one stop service. * Customer call back and follow-up. * Service recovery - satisfying customer with professional and empathetic service. * Technical fault lodging and handling pertaining to credit cards. * Attend to customer queries, requests and complaints tactfully and professionally. * Provide an accurate, efficient and quality service that exceeds the customer's expectations. * Attend to all written complaints and enquiries received and ensure they are resolved in the most efficient and fair manner. * Liaise and co-ordinate with the respective departments on the complaints and enquiries that were forwarded to them for their investigation or response. * Ensure all referrals are keyed in a timely manner and monitor for closures. * Ensure compliance with Group Policy and Standards, local laws and regulations and controls and procedures of the Bank.   **2004 - 2005**  **RCJ Consulting Sdn. Bh.d**  **Training Coordinator / Administration Executive**   * Preparing annual training schedule * Keep track on staff individual record entitlement (training). * Preparing report based on course evaluation from participants. * Submitting monthly report based on course evaluation from participants. * Liaison with government/ministry department. * Creating database. * Arranging flights/hotels booking. * Liaison with all internal/external trainers. * Preparing slides/material/handouts for each training   **2002 - 2004**  **Pegalit Sdn. Bhd**  **Administration Executive**   * Ability to assist in wide spectrum of human resources management and general office administration. * Manage the payroll administration and all statutory requirements pertaining to EPF, SOCSO and Income Tax. * Liaise with managers on queries on appraisal process. * Preparation of employee provident fund. * Knowledgeable in Labour Law and Employment Act.   **2000 - 2002**  **Safeguards Securicor Corporation Malaysia**  **Internal Audit Executive**   * Preparing summary audit report for the Audit Committee Meeting. * Review and certified Audit Reports which completed by Auditors. * Coordinating the movement of the confidential files in the division. * Ad-Hoc audit report (Bank Reconciliation). * Coordinating auditors schedules on daily routine and monthly movements. * Exposed to the operations of the Administration, Accounts and Personnel. * Conducting operational, financial, investigation and costing analysis audits.   **1996 - 1998  *-***  **BSN Commercial Bank Bhd**  **Training Executive** |
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| **Skills** |
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* Training and development with over 4 years of experience.
* Administration and Human Resources with 3 years’ experience.
* Auditing with 3 years of experience.
* Credit Control and Operations with 5 years of experience.
* Customer Service with 4 years of experience
* Very well versed in MS Office Windows (Word, Excel, Power-Point, Publisher and Outlook) and Internet.

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| **Languages** | | |
| **Proficiency** (Best=10 - Worst=1) | | |
| **Language** | Spoken | **Written** |
| Bahasa Malaysia  English  Tamil | 9  10  10 | 9  10  0 |

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| **Participations** |

* 2012 – taking part in BHPetrol CSR project at SK Pelabuhan Klang, Klang
* 2008 to 2010 - setting and maintaining credit criteria limit for operations of loans; monitoring various risk metrics and credit limits for RCE Capital Berhad.
* 2008 to 2010 - writing and assisted in implementing the Standard Operating Procedures for all departments in the RCE Capital Berhad
* 2001 - assisted in the merger of Safeguards & Securicor (M) Sdn. Bhd. – incorporation of operating manuals & preparation for MS : ISO 9002

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| **Preferences** | | | | |
| **Willing to Travel** | | : | Yes | |
| **Willing to Relocate** | | : | Will Consider | |
| **Possess Own Transport** | | : | Yes | |
| **Last Withdrawn Salary** | | : | RM3,500 | |
| **Availability** | | : | Immediate  U88407-S%2D1-39954.5--1454621732 | |
| **References** | | | | |
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| **Zainal Akbar Abdul Kader**  Vice President, Internal Audit  Malaysian Biotechnology Corporation Sdn. Bhd.  Image result for handphone icon 019 3883277  **Sachithananthen Komarailveil**  Sales Manager, Myeg Services Berhad  Image result for handphone icon 016 2266290  **Mahendran Ramasamy**  Pegawai Tadbir Diplomatic, Institute Tadbiran Awam Negara  *(Former Head of Immigration Services, Myeg Services Berhad)*  *Image result for handphone icon* 016 2224462  **Hamidah Abdul Jalil**  Asst Manager, HR & Admin, Tonasco Malaysia S/B  *(Former Senior Executive Human Resource, Myeg Services Berhad)*  *Image result for handphone icon* 013 3270506 | | | | |
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