



# MUHAMMAD FIRDAUS BIN MOHAMMAD SHOFEE

## INTERNSHIP STUDENT

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### EDUCATION

#### SPM

SEKOLAH MENENGAH AL-ISLAH  
SPM 1A+, 1A-, 4B+, 2B, 1D

#### Diploma in Library Management

UiTM Kedah  
CGPA 3.3

#### Bachelor of Library Management

UiTM Kedah  
CGPA 3.01

### EXPERTISE

- Cataloging and Classification
- Database Management
- Research and Information Retrieval
- Customer Service and Communication
- Digital Literacy and Technology Skills
- Information Organization
- Team Collaboration
- Data Entry and Record-Keeping

### LANGUAGE

- Bahasa Melayu
- English

### PROFILE

Library Management student skilled in cataloging, digital tools, and customer service. Experienced in research and information organization, with a strong attention to detail and a passion for supporting community learning. Seeking an internship to apply my skills in a library setting.

### WORK EXPERIENCE

#### Sekolah Menengah Pekula Jaya

Canteen Worker

- Prepare, cook, and serve food and beverages according to health and safety standards.
- Maintain cleanliness and organization in the kitchen, serving, and dining areas.
- Provide friendly and efficient customer service to all patrons.
- Handle customer inquiries and resolve issues in a timely and professional manner.
- Assist with setting up, taking down, and cleaning food stations.

#### UiTM Kedah Library

Internship Student

- Assist with cataloging and classifying library materials, including books, journals, and multimedia items.
- Help patrons locate resources and provide guidance on library policies and procedures.
- Assist in organizing and promoting library programs, events, and reading sessions.
- Ensure a clean, organized, and welcoming environment in all library areas.
- Support inventory management, including shelving, organizing, and weeding materials as needed.
- Adhere to library rules and assist with enforcing policies on library conduct and resource handling.
- Collaborate with library staff to provide excellent customer service and address patron inquiries.