

Norharyati Elias

Damansara Perdana, Selangor.

+6010-4008278 | yati.elias@yahoo.com | 810706-08-6278 | 32 years old

Total Yrs of Experiences : 9 years

Nationality : Malaysian

BUSINESS PROFILE

An Individual with extensive experience in **Management, Human Resource, Recruitment, Strategic Planning, Team Management, Coaching, Business Development and training** within a several areas in services in few Organizations. An **Accounting Degree** holder coupled with a proven track record of accomplishments in management, strategic planning, business development and relationship management. Dynamic, detail-oriented individual with total of 9 years of experience developing and maintaining all level of services and operations for few Organizations. A resourceful and result-oriented team player with integrity, professionalism and personal presence that earn respect and inspire cooperation. Possess excellent communication, interpersonal and decision-making skills together with a positive approach to problem solving. A highly effective communicator with great people skills along with strong leadership, problem solving and decision making abilities and an eye for the bottom-line.

Work History

1. Jan 2014 – May 2014 – Operation Manager for NAGA ACE Services (5 months)

Salary: RM 4,500

- Perform daily activities of the company operation
- Managing the movement of the intake schedule
- Assisting in preparation of marketing strategies
- Manage and increase the effectiveness and efficiency of Support Services (HR, IT and Finance)
- Involve in planning, including an initiative geared toward operational excellence

2. Sept 2007 - Dec 2013 – ATCEN Group of Companies (6yrs)

a. Account Executive (2007)

Salary: 1,500

- Perform daily activities of accounts receivable and payable
- Managing the cash flow for the company
- Assisting in preparation of full set accounts including management reports and analysis.
- Report directly to the Group CFO for all Finance and Accounting matters

b. Personal Assistant to Group CEO, Mr Ernie Chen (2008 – 2010)

Salary: RM 2,500 – RM 3,000

- Devising and maintaining office systems, including data management and filing
- Arranging travel, visas and accommodation and, occasionally, travelling with the manager to take notes or dictation at meetings or to provide general assistance during presentations
- Screening phone calls, enquiries and requests, and handling them when appropriate
- Organising and maintaining diaries and making appointments
- Dealing with incoming email, faxes and post, often corresponding on behalf of The Group CEO
- Carrying out background research and presenting findings whenever requires
- Producing documents, briefing papers, reports and presentations
- Organising and attending meetings and ensuring all the department managers and directors is well prepared for meetings
- Liaising with clients, suppliers and other staff.

c. Executive Assistant to Group CEO (2011 – 2012)

Salary: RM 3,000 – RM 4,000

- Managing the day-to-day operations of the office
- Organizing and maintaining files and records
- Planning and scheduling meetings and appointments
- Managing projects and conducting research
- Preparing and editing correspondence, reports, and presentations
- Making travel and guest arrangements
- Providing quality customer service
- Helps key executives make consistent decisions by advising them of historical precedents; serving as liaison between them and The Group CEO
- Enhances The Group CEO and Organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Managing other Personal Assistant for The Group CEO

d. Head of Recruitment Operation and Business Development (2010 – 2012)

Salary: RM 3,500 – RM 4,000

- Full responsibility for HR function including recruiting, compliance, employee relations, training & development, performance management, compensation/rewards, investigations, conflict resolution, training, labor law, and more.
- Manage the development of top performers and enhance leadership competencies throughout the organization.
- Manage the Recruitment Consultant performances of new recruits and sales target.
- Provide leadership in the critical area of recruitment by developing the most creative and cost-effective ways of generating high-quality candidates while managing the interview process through onboarding.
- Advise on compensation and incentive programs. Develop and implement a portfolio of recognition activities.
- Be a model of teamwork, positivity, accountability, integrity and honesty.

e. Restaurant Manager (2011 – 2012)

Salary: RM 3,500 – RM 4,000

- Taking responsibility for the business performance of the restaurant.
- Analysing and planning restaurant sales levels and profitability.
- Organising marketing activities, such as promotional events and discount schemes.
- Preparing reports at the end of the shift/week, including staff control, food control and sales.
- Creating and executing plans for department sales, profit and staff development.
- Setting budgets and/or agreeing them with senior management.
- Planning and coordinating menus.
- Coordinating the entire operation of the restaurant during scheduled shifts.
- Managing staff and providing them with feedback.
- Responding to customer complaints.
- Ensuring that all employees adhere to the company's uniform standards.
- Meeting and greeting customers and organising table reservations.
- Advising customers on menu and wine choice.
- Recruiting, training and motivating staff.
- Maintaining high standards of quality control, hygiene, and health and safety.
- Checking stock levels and ordering supplies.
- Preparing cash drawers and providing petty cash as required.
- Helping in any area of the restaurant when circumstances dictate.
- Organising and supervising the shifts of kitchen, waiting and cleaning staff.

f. Head of Career & Job Placement (2013)

Salary: RM 4,000

- Coordinates activities of job placement service for students and graduates: Develops placement office procedures.
- Establishes work loads, assigns tasks, and reviews results.
- Conducts in-service training program for students placement with clients.
- Interviews applicants to determine qualifications and eligibility for employment.
- Assists individuals to develop employment plans based on appraisals of aptitudes, interests, and personality characteristics, and to plan curriculums accordingly.
- Contacts prospective employers to determine needs and to explain placement service.
- Arranges on-campus interviews between employers and graduating students to facilitate placement of graduates.
- Collects, organizes, and analyzes occupational, educational, and economic information for use in job placement activities.

3. Jan 2005 – June 2007 – Account Assistant for JL Catering (2 years)

**4. Mar 2001 – May 2001 – Account Assistant for Wan Munawer Azmir & Association
(3 months Internship)**

5. Jan 1998 – Dec 1998 – Account Clerk for Dash Panel Trading (1 year)

Education Background

Highest

Bachelor's Degree in Accounting (University of Malaya)

Second Highest

Pre-U (Accounting) – Kolej Yayasan Pelajaran Mara, Bangi

Language Proficiency & Other skills (0=Poor - 10=Excellent)

Language	Spoken	Written	Skills
English	10	10	
Bahasa Malaysia	10	10	
MS Office			10

Main Reference:

- 1. Mr Ernie Chen Kok Weng** – Founder & Group CEO at ATCEN Education Group & outLOUD Entertainment & Media Communications Group
Contact No: 603 - 7728 4098

Expected Salary:

RM 5,000 – RM 6,000