

Katayah Yasin, Shahlanee

Contact Details

Address : 24-3, Jalan 2/116b, Kuchai Lama Entrepreneurs' Park, Kuchai Lama, 58200, Kuala Lumpur, Malaysia
Telephone No. : --
Mobile No. : 0102670145
Email : kym.shahlanee@yahoo.com

Personal Particulars

Age : 24 years
Date of Birth : 7 Nov 1990
Nationality : Malaysia
Gender : Female
Marital Status : Single
IC No. : 901107-14-6762

Qualification

Qualification : Primary/Secondary School/SPM/"O" Level
Field of Study : Humanities/Liberal Arts
Major : SPM
Institute/University : S.M.K SRI SENTOSA, Malaysia
Grade : Grade B/2nd Class Upper
Graduation Date : 2007

Qualification : Professional Degree
Field of Study : Law
Major : Intermediate(1st Year)
Institute/University : Advance Tertiary College(ATC), Malaysia
Grade : -
Graduation Date : 2011

Certification

Microsoft Word: Beginning & Intermediate (2000)
Microsoft Excel: Beginning (2000)
Microsoft PowerPoint: Beginning & Advanced (2000)

Experience

Experience Level : Total 4 Year(s) of Experience

Employment History

Company Name : Premier Mediaworks Sdn bhd
Position Title: : Admin Executive
Position Level : Executive
Specialization : Administrative Support
Industry : Printing
Duration : 2013 - Present
Monthly Salary : MYR 2,200
Work Description : Administrative support

Company Name : Express Marble (M) Sdn Bhd
Position Title: : Account & Project Assistants
Position Level : Non-Executive
Specialization : Clerical/Administrative Support
Industry : Manufacturing Company
Duration : 2013 /May
Monthly Salary : MYR 1800
Work Description : Account update And Assisting project works

Company Name : Metax Steel Sdn Bhd
Position Title: : Admin Assistants
Position Level : Non-Executive
Specialization : Clerical/Administrative Support
Industry : Manufacturing Company
Duration : 2012 – 2013 February
Monthly Salary : MYR 1600
Work Description : handling Human Resources And Admin department

Company Name : Mestari Adjusters Sdn Bhd
Position Title: : Admin Assistants
Position Level : Non-Executive
Specialization : Clerical/Administrative Support
Industry : adjusting companies
Duration : 2011 - Present
Monthly Salary : MYR 1400
Work Description:

- 1) Process new assignment and review claims
- 2) Liaise with Insurers and Insured new application and review
- 3) Follow up on claim issues and work with adjusters team to resolve disputes
- 4) Initiate and maintain good report with customers (distributors and Key Accounts) to ensure prompt and accurate payment
- 5) Prepare and analyze monthly claims and reports
- 6) Check and ensure that payment from Key Accounts are accurately reviewed and analysed
- 7) Formulate strategies and coordinate action with relevant departments within the company to resolve overdue accounts receivables.
- 8) Liaise with company panel of solicitors on the debt recovery matter
- 9) Closely supervise and monitor subordinates' work
Timely issuance of reminder letter and demand letters on long overdue account
- 10) Assist and participate in ad hoc projects as required and any other affairs assigned by the Management in respect of the job position.

Company Name : Yap & Loo Advocates & Solicitor's
 Position Title: : Clerk
 Position Level : Data Entry/General Clerk
 Specialization : General - Corporate paper works/correspondence/LHDN
 Industry : Legal firm
 Duration : 2009
 Monthly Salary : MYR 1200
 Work Description:

- Communicate with customers.
- Handling customers query
- Prepare report and submit to manager.

Company Name : Success Edge
 Position Title : Assistant/General Clerk
 Position Level : Non-Executive
 Specialization : Clerical/Administrative Support
 Industry : Education/Consultation
 Duration : 2008 – 2009
 Monthly Salary : MYR 1200
 Work Description:

- Communicate with customers.
- Handling customers query
- Prepare report and submit to manager.

Skills

(**Proficiency: Advanced** - Highly experienced; **Intermediate** - Familiar with all the basic functionalities; **Beginner** - Just started using or learning the skill)

Skill	Years	Proficiency
MS Office	3	Intermediate

Languages

(**Proficiency: 0=**Poor - 10=**Excellent**)

Language	Spoken	Written
Bahasa Malaysia	10	10
Chinese	8	0
English	10	10
Tamil	10	0

Text Resume / Additional Info

I have managed to build a professional relationship with my peers, the trainers and the management. I believe I am friendly and approachable; I have always listened attentively before I conveyed my opinions and ideas when i am approached by my peers with any enquiries.

I ensure that I always give my best cooperation to my team members and team leaders as this provides a smooth communication among my peers and the management.

I always manage the task and responsibility given, taking into consideration the overall AHT, Adherence and Call Quality scores that are set by the company.

I have the ability to multi-task and manage my time between being on phones and the Non Phone Work consisting duplicate merges, welcome pack return emails, VB Admin emails, Faxes, VB Internal emails.

I believe I have the ability to perform well under pressure and able to focus on my task, and to multitask between the responsibility that is given to me. I am able to priorities and indentify the urgency of the situation

I am willing to take responsibility for my own action and I openly accept the feedback given from the management and team leaders. I implement the feedback given in my future undertakings thus providing continuous learning curve to improve my quality of work.I keep myself updated with all current issue and information that needs to be conveyed to the member in a timely manner. I refer to the share points and the emails updated by the trainer. Being updated in advance helps me to maintain my SLA by providing accurate information within the targeted time frame.

Availability : Immediately after notice period of 1 month(s)

Job Preferences

Expected Monthly Salary : MYR 2800
Willing to Travel : Yes
Willing to Relocate : Will Consider
Possess Own Transport : Yes

References

Name : Christine
Relationship : Former Supervisor
Position : Supervisor / QC Head
Company : Premier Mediaworks Sdn Bhd
Telephone : 60-010 3655388