

PRIVATE AND CONFIDENTIAL
APPLICATION FOR EMPLOYMENT

Visual Solutions (M) Sdn Bhd

(Company No.360268-P)

Head Office : Unit B-3A-3A, 3 Two Square No.2, Jalan 19/1 46300 Petaling Jaya, Selangor-DE
Tel : 03-79519000 Fax : 03-79519180

Johor Bahru Office : 8-01, Jalan Titiwangsa 3/2 Taman Tampoi Indah,
81200 Johor Bahru, Johor-DT Tel : 07-2412808 Fax : 07-2412811

Penang Office : 59D-1, Persiaran Bayan Indah Bayan Bay 11900 Bayan Lepas, Penang Tel :
04-6412201 Fax : 04-6422243

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- HQ

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- JB

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- PG

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- Industrial trainee

Please affix recent
passport size
photograph here

POSITION APPLIED :

EXPECTED SALARY :

DATE OF AVAILABILITY:

SUPPORT (HELPDESK)		JUNE 2 MAY 2014
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PERSONAL PARTICULARS :

APPLICANT'S NAME (as in NRIC) :

GENDER:

FOO SUAN KIM		<input checked="" type="checkbox"/> MALE
NRIC NO. (OLD) :	(NEW): 8f0212-43-5209	<input type="checkbox"/> FEMALE

ADDRESS :

CONTACT NO. :

NO 2, JALAN NB 2 2/7 NUSA BESTARI 2 81300 SKUDAI, JOHOR E-mail Address : owen-foo1384@yahoo.com	1. (H/PHONE) 016-6497279
	2. (HOME) _____
	3. (OFFICE) _____
	4. (ALTERNATIVE) _____

DATE OF BIRTH	PLACE OF BIRTH	AGE	RACE	NATIONALITY	RELIGION
12 / 02 / 1987 DD MM YYYY	KUALA LUMPUR	27	CHINESE	MALAYSIAN	BUDDHIST

MARITAL STATUS :

<input type="checkbox"/> SINGLE	<input checked="" type="checkbox"/> MARRIED	<input type="checkbox"/> OTHERS (Pls Specify) :
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IF YOU ARE MARRIED, PLEASE PROVIDE THE FOLLOWING DETAILS :

NAME OF SPOUSE :	TIONG KWONG YING				
SPOUSE'S OCCUPATION & COMPANY :	PROPERTY CONSULTANT				
NO. OF CHILDREN :	1				
		AGE OF EACH CHILD			
MALE					
FEMALE	2				

FAMILY DETAILS (Please give details of your parents, brothers & sisters)

NAME	RELATIONSHIP	AGE	OCCUPATION	COMPANY

500 SAY KUAN	FATHER	64	BUSINESSMAN	CITY ELECTRICAL
CHEE MAY LAN	MOTHER	63	RETIRED	-
FOO JEE KATE	SISTER	28	CHIROPATOR	-
FOO RUI XIN	DAUGHTER	2	-	-

EDUCATION :

SECONDARY EDUCATION :

NAME OF SECONDARY SCHOOL(S) ATTENDED	LOCATION	PERIOD (yr)
SEKOLAH MENENGAH SWASTA SALEHA GENTING HIGHLAND	PAHANG	2003 - 2004

CERTIFICATE ATTAINED

YEAR OBTAINED

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SPM / SAP / MCE (Form 5)


☐

GRADE 1

☒

GRADE 2

☐

GRADE 3

2004

☐

STPM / HSC (Form 6)


☐

FULL

☐

PARTIAL

☐

OTHERS

INSTITUTIONS / COLLEGES :

NAME OF INSTITUTION / COLLEGES ATTENDED	YEAR GRADUATED	DEGREE / DIPLOMA
TIANJIN UNIVERSITY OF SCIENCE & TECHNOLOGY	2007	DEGREE IN BUSINESS ECONOMY & TRADE

TRAINING / OTHER COURSES ATTENDED

TITLE OF COURSE	NAME OF ORGANISER / INSTITUTION	DURATION OF COURSE TAKEN

Are you presently taking any course?

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YES

If yes, name the institution: _____

Type of Course: _____

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NO

EMPLOYMENT HISTORY :

NAME AND ADDRESS OF CURRENT EMPLOYER :

POSITION HELD :

PERIOD :

IFCA SOLUTION SDN BHD
NO 19, JALAN PSU 1/42A
47301 PETALING JAYA
TEL No.: 03-78053888

IT PRODUCT CONSULTANT

From: APRIL 2012

To: CURRENT

DESCRIBE BRIEFLY YOUR CURRENT DUTIES :

involved in taking escalated customer problems that required my expertise. Additional responsibilities will included Technical Knowledge and input into new product release and upgrades.

ATTACHED WITH YOUR LATEST PAYSLLIP

LAST DRAWN SALARY :

RM 3800

ANY CONTRACTUAL BONUS GIVEN :

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YES

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NO

OTHER ALLOWANCES GIVEN
BY YOUR CURRENT COMPANY :

TYPE

RM

RM

RM

DETAILS OF PREVIOUS EMPLOYMENT :

YEAR		NAME OF EMPLOYER / COMPANY	POSITION HELD	LAST DRAWN SALARY	REASON FOR LEAVING
FROM	TO				
2009	2010	CRYSTAL CROWN HOTEL & RESORT	Guest Service Assistant	1500	to get pre opening experience did not open for a year.
2010	2011	Flamingo Hotel Downtown K-L	Senior Front Office Assistant	1500	

Language & Dialects

Proficiency (Please indicate Slight, Fair or Good)

LANGUAGE	SPOKEN	WRITTEN
English	Good	Good
Malay	Good	Good
Mandarin	Fair	Fair

SKILLS & KNOWLEDGES

Please state your skills and any other knowledges

SQL SERVER 6.5, 2000, 2005, 2008 & 2008R2, Sybase

ACTIVITIES & HOBBIES :

Please state your Hobbies and any other outside Activities - eg. Civic Activities, Athletic Activities, etc.

Athletic Activities - basketball, badminton, running

CLUBS / AFFILIATIONS / ASSOCIATIONS / MEMBERSHIPS / SOCIETIES etc :

What is your career objective and how do you expect to meet it?

HEALTH / MEDICAL HISTORY

1) A) Height: 168 cm B) Weight: 80 kg

2) List any physical limitations and health problems (e.g. Colour blindness, high blood pressure, diabetes)

3) For Female Applicant Only :

(A) Are you Pregnant ?

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YES

☐

NO

(B) If YES, please state how many weeks / months of pregnancy :

4) Drinking alcohol:

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YES

If yes, socially / regularly ?

☐

NO

5) Smoking:

☒

YES

If yes, socially regularly?

☐

NO

6) Are you currently on medication / drug ?

☐

YES

☒

NO

OTHER INFORMATION :

1) Do you hold a valid driving license ?

☒

YES

☐

NO

If YES, Please circle Licence Type



CLASS :-

A / B / C / (D) / E

2) Do you possess own transport ?

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CAR

☐

MOTORCYCLE

3) For the past 5 years, have you been convicted of any crime other than minor traffic violations ?

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YES

☒

NO

If YES, Please indicate

WHEN :

WHERE :

DISPOSITION OF CASE :

4) Have you ever been discharged or dismissed from the service of your previous Employer ?

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YES

☒

NO

5) Do you know any Employee in this Company ?

☐

YES

☒

NO

If YES, Please state the Employee's Name :

and Relationship :

6) Are you prepared to work long hours if and whenever you are required to do so?

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YES

☐

NO

7) Are you willing to relocate?

☐

YES

☐

NO

8) Are you willing to travel?

☒

YES

☐

NO

9) Are you a bankrupt / Have you ever been declared as bankrupt ?

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YES

☒

NO

10) Any other relevant information that may help your application.

REFEREES :

Please nominate two referees (who must not be your relatives) whom we may approach for testimonials on you and who shall be competent to comment on your education / work experience.

1) FULL NAME (Mr / Mrs / Miss / Mdm)

: RAYMOND GOH

OCCUPATION

: SENIOR PRODUCT CONSULTANT

CURRENT COMPANY

: IFCA SOLUTION SDN BHD.

TELEPHONE / H/PHONE NO.

: 012 - 366 9340

NO. OF YEARS KNOWN HIM / HER

: 2 Years

2) FULL NAME (Mr / Mrs / Miss / Mdm)

: ALEX CHEW

OCCUPATION

: ~~Customer~~ FRONT OFFICE MANAGER

CURRENT COMPANY

FLAMINGO HOTEL K-L

TELEPHONE / H/PHONE NO.

: 018-2332002

NO. OF YEARS KNOWN HIM / HER

: 1 Year 3 MONTHS

DECLARATION :

I DECLARE THAT ALL INFORMATION GIVEN HEREIN ARE TRUE AND CORRECT.

I UNDERSTAND THAT A MISPRESENTATION OR OMISSION OF FACTS WILL BE
SUFFICIENT CAUSE FOR CANCELLATION FOR EMPLOYMENT OR DISMISSAL
FROM THE COMPANY'S SERVICE IF I HAVE BEEN EMPLOYED.

SIGNATURE OF APPLICANT

8/8/2014.
DATE

**PLEASE SUBMIT THIS APPLICATION DIRECTLY
TO THE INTERVIEWER**



Personal Particulars:-

Full Name : Foo Suan Kim (Owen)
Age : 27 Years Old
Date Of Birth : 12 Feb 1987
Nationality : Malaysian
Gender : Male
Marital Status: Married

Contact Information

Address : NO 2, JALAN NB2 2/7,
TAMAN NUSA BESTARI 2,
81300 SKUDAI,
JOHOR BHARU.
Mobile : +60166497279
Email : owenfoo1384@yahoo.com

Education Background

Tianjin University of Science & Technology (TUST) Double Degree Business in Economy & Trade	(2004 - 2007)
Sekolah Menengah Swasta Saleha Genting Highland SPM	(2003 - 2004)
Sekolah Menengah Swasta Sri Inai	(1999 - 2003)

Employment History

Company : IFCA Solution Sdn. Bhd.
Designation : IT Support Consultant
Duration : April 2012 - Currently

Duties and Responsibilities:-

Objective

Will involved in taking escalated customer problems that require your expertise. You will liaise between the customers and your internal development teams ensuring that problems are solved and software bugs are removed. Additional responsibilities will include Technical Knowledge leadership and input into new product releases and upgrades.

Customer Service Skills:-

- Maintain a broad knowledge of all supported tax and accounting related software and installations.
- Respond to "first line" inquiries from customers in relation to the installation, functionality and performance of supported products either verbally by telephone, or in writing by email or letter
- Concisely and accurately document support request information, paying particular attention to problem description, resolution, user reaction and follow up action.
- Identify causes of and solve problems for customers within acceptable time standards
- Ensure, where appropriate, information gained from handling supports queries is promoted to the knowledge base and communicated to interested parties.
- Actively participate in meetings and discussions.
- React to changing priorities.
- Assist in the distribution of various forms of media for both existing and new customers.
- Maintain up to date product knowledge of all supported products to facilitate the continued provision of quality guidance to customers.
- Consider the potential risk to the organization when providing information to customers with particular consideration to the area of 'giving advice'
- A good team player with the ability to work on own initiative
- Manage and support customer's inquires
- Engage with customer senior management team
- Responsible for end-users IT system / application support and programming
- Responsible for quality delivery of solutions
- Critical Competencies: skills and abilities required for the role
- Excellent communications skills both verbal and written
- Strong organizational skills

- Time management
- Customer focus
- Information gathering
- Using Technology
- Team work
- Forward thinking and thoroughness
- Experience: relevant experience for the role
- Experience in a customer facing environment, preferably in a support role
- Knowledge of basic financial practices
- Experience of using software to manage customer queries (preferable)
- Take responsibility and show initiative in areas of own professional development and learning

Administrative Skills:-

- Ability to delegate and work under pressure.
- Able to demonstrate a reasonable working knowledge of MS Office, including Word, Excel and Outlook
- Familiar with MS SQL database
- Strong communication, presentation and customer service skills
- Proven history of project management and organization skills
- Good trouble shooting ability
- Fluent in written and spoken English. Mandarin will be an added advantage.
- Work in a team environment
- Commitment and work under tight schedules
- Managed and balanced daily cash flow for own business.
- Communicate with all levels of management and personnel.
- Effectively coordinate a variety of activities in a fast-paced environment.

Computer Proficiency

SQL 6.5, SQL 2000, SQL 2005, SQL 2008, SQL 2008R2, SYBASE, POWER BUILDER, DOTNET

Skills Proficiency

Spoken & Written : Mandarin, English, and Malay

For Reference

Name

Raymond Goh

Contact No

012-3669370

Employment History

Company : Flamingo Hotel Downtown Kuala Lumpur (Pre-opening)
Designation : Senior Front Office Assistant
Duration : Aug 2010 – Dec 2011

Duties and Responsibilities:-

Objective

A position utilizing my business management skills, sales abilities, managerial and exceptional customer service expertise.

Customer Service Skills:-

- Accurate, flexible and detail oriented.
- Maintained confidentiality while dealing with client files.
- Increased rapport with clients by showing sincere interest in their concerns.
- Retail/Sales skills.
- Ability to resolve customer concerns to the satisfaction of both parties.
- Purchasing
- Business Management
- Accounts Payable

Administrative Skills:-

- Ability to delegate and work under pressure.
- Managed and balanced daily cash flow for own business.
- Communicate with all levels of management and personnel.
- Effectively coordinate a variety of activities in a fast-paced environment.

Computer Proficiency

IFCA

Skills Proficiency

Spoken & Written : Mandarin, English, and Malay

For Reference

<u>Name</u>	<u>Contact No</u>
Alex Chew	018-2332002

Employment History

Company : Crystal Crown Hotel & Resort
Designation : Guest Service Assistant
Duration : Aug 2009 - Jul 2010

Duties and Responsibilities:-

Objective

A position utilizing my business management skills, sales abilities, managerial and exceptional customer service expertise.

Customer Service Skills:-

- Accurate, flexible and detail oriented.
- Maintained confidentiality while dealing with client files.
- Increased rapport with clients by showing sincere interest in their concerns.
- Retail/Sales skills.
- Ability to resolve customer concerns to the satisfaction of both parties.
- Purchasing
- Business Management
- Accounts Payable

AdministrativeSkills:-

- Ability to delegate and work under pressure.
- Managed and balanced daily cash flow for own business.
- Communicate with all levels of management and personnel.
- Effectively coordinate a variety of activities in a fast-paced environment.

Computer Proficiency

IFCA

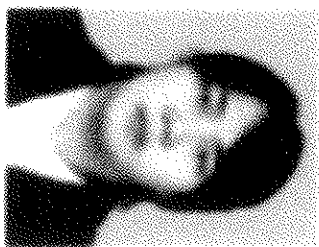
Skills Proficiency

Spoken & Written : Mandarin, English, and Malay

Expected Salary

RM 3800 (Negotiable)

毕业证书



学生 符伟铭 性别 男 1987 年 2 月 12 日生 于 2004

年 8 月至 2007 年 10 月在本校 双学位国际贸易 专业

专科学习，认真完成教学计划规定的全部课程，成绩合格，准予毕业。

校 长 王中伟 人 学

证书编号: 110401010001000008 (003) 年 1 月 21 日