**NIRSHEILA SHAM KAUR**



**PERSONAL INFORMATION**

* Date of Birth : 9th September 1989
* IC No : 890909-14-6640
* Mobile No : 016-9123 744
* E- Mail : nirsheila\_sham@hotmail.com
* Address : NO. 21, JALAN PANDAN INDAH 4,

TAMAN PANDAN INDAH,

PANDAN INDAH, 68000, AMPANG.

* Marital status: Single

**OBJECTIVE**

Expanding and exploring my career opportunities with a globally recognized market leading company, whilst, utilizing my skills to enhance the productivity of the company. I would also like to give back to society, what I have learnt and experienced through my guidance.

My main strengths are my leadership quality, charisma, dynamic team player, sense of responsibility, creative and resourceful, commitment, and honesty. I have excellent skills in communication and collaboration. I am also a "Go Getter' and I am also always ready to undertake challenges given to me. Despite my age and young as I may seem, I have much experience as I had exposure since I was a child. This contributes to my key attributes whereby I:

* Am a self-motivated with well-developed management, sales, marketing, advertising and corporate communications skills combined with a flexible attitude to work.
* Am a critical thinker with strong analytical skills
* Possess good organizational skills developed in a variety of deadline orientated situations.
* Get on well with people at all levels, easily making good working relationships.
* Have good presentation skills combining sound analytical research and clear verbal explanation.
* Seek out new responsibilities irrespective of reward and recognition.
* Am hard-working
* Strive for quality in everything I do.

**EXPERIENCE**

* ***OCT 2012 – April 2013***

***Centre Service Manager***

***Wall Street English Malaysia***

**Salary: RM 4,000.00**

Core duties :

* Responsible for both the educational success and satisfaction of students’ throughout their course at Wall Street English.

* Responsible for building and developing a Service team whose primary role is to enable students to reach their learning objective.
* Responsible for the academic day to day running of the center. This requires scheduling, management of the service budget, hiring, training, overseeing and developing the academic staff.
* Accountable for budget control on the following:
* Scheduling Classes according to the coefficient table to meet students’ needs
* Scheduling academic and service staff to meet students’ needs
* Headcount (as determined by total and active numbers of students)
* Academic material stock
* Management of fixed assets
* Centre Image and Maintenance
* Responsible for hiring of all service and academic staff, in consultation with the Centre Director and the HR Department. The positions are:
* Customer Service Advisors
* Study Advisors
* Local and Foreign Teachers (with assistance from HO)
* Cleaners
* Responsible and accountable for:
* Hiring
* Training
* Observation
* Performance Evaluations
* Professional Development Programs
* Training of Sales Staff in Academic and Service Operations
* Responsible and accountable for quality control in the following areas:
* All taught classes including lectures and presentations
* All Introduction classes including First and Second Lessons
* All academic interviews during a student’s contract
* Cover Reception on a daily basis
* Cover Speaking Centre on a daily basis
* All Service Interactions from staff to clients to students to 3rd parties
* ***AUG 2009 – OCT 2012***

***Reservations & Customer Service Representative***

***Marriott Global Reservations & Customer Care***

**Salary: RM 3,000.00**

Core Duties :

*Main customer service duties*

* Handling worldwide inbound calls.
* Call from the U.S., Australia, New Zealand, Singapore, Thailand, Indonesia, Korea, Japan and Malaysia.
* Responsible for creating an outstanding first impression of the Marriott and Ritz Carlton chain of hotels worldwide and doing it promptly and perfectly with the least amount of time due to the high call volume.
* Able to answer the phone as soon as possible utilizing the appropriate greeting and following the reservations script in handling the guest inquiry for hotel space.
* Provide positive image of the Marriott and Ritz Carlton from the start by greeting the guest over the phone and provide them with an overview of the facility as well as a comprehensive description of the room types that will fit their need.
* Keeping in mind that the Ritz Carlton and Marriott chain are 5-star properties thus making sure guests get nothing less than the utmost perfect service.
* Responsible for handling incoming calls and emails to the reservations department in a professional, efficient, and friendly manner.

*Training & Development*

* Providing performance management support and guidance to new employees
* Conduct training on how to use the phone and computer systems needed for the job
* Assess training participants needs and set training objectives
* Prepare and organize training content and select training methods that will be most affective and prepare materials
* Organize the training course and develop evaluation strategy
* ***AUG 2008 – JULY 2009***

***Distributors Service Representative***

***Nu Skin Enterprises***

**Salary: RM 2,000.00**

Core Duties :

* To handle distributor’s orders and new members procession.
* For all members regardless of area
* To process orders and forms.
* Helping and organizing distributions of appropriate submissions for new members
* To process and amend shipping orders.
* Making sure all shipping delivery goes smoothly and keeping tabs on parcels sent out.
* ***FEB 2008 – AUG 2008***

***Fitness Consultant***

***True Fitness Pavilion***

**Salary: RM 2,000.00 (Basic)**

Core Duties :

* To implement professional measures to service dissatisfied customers.
* To liaise and assist with regular customers on latest promotions and packages.
* To ensure smooth flowing of customer and satisfaction to the terms and conditions of True Fitness and health management.

**EDUCATION**

* Executive Diploma in Business Administration and Management at Segi University College Kuala Lumpur
* Sijil Pelajaran Malaysia (SPM)
  + Obtained One (1) Distinction and Four (4) Credit

**INTERESTS**

* Travelling for leisure
* Reading
* Writing
* Solving Puzzle

**LANGUAGES**

* English: Fluent (Written & Spoken)
* Bahasa Malaysia: Fluent (Written & Spoken)
* Tamil: Fluent (Spoken)
* Hindi: Fluent (Spoken)
* Cantonese: (Spoken)
* Bahasa Indonesia: Fluent (Written & Spoken)

**REFERENCES**

* Ms. Norina
  + Mentor, former colleague and personal development advisor
  + Tel: +6017 3753 960
* Ms Susan Wang
* Guest Service Manager in Sydney Marriott hotels
* +612 9491 9500
* Mr Zainee
* Head of Department
  + Tel: +6016 697 5587

**ADDITIONAL INFORMATION**

* SKILLS:
  + MSWORD, MSEXCEL, MSPOWERPOINT
  + PURE system
  + SSDS system
* EXPECTED SALARY: RM 4,200.00 (negotiable)

* AVAILABILITY: 1st May 2013