*Anything worth doing is worth doing well!*

**

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**Profile**

A versatile and qualified psychology graduate, with a wide ranging experience in a variety of psychology related areas. The main areas of my studies were in child development and the social aspects from a child to an adult. Seeking to combine academic achievements and work experience in a challenging role within the working sector.

**Objective**

As a fresh graduate, my objective is to learn more of the ways of working in cooperate in order to further enhance my current capabilities and future abilities in the fields of human resource, training and talent management.

**Education and Qualifications**

**2011 – 2014 Bsc (Hons) Psychology 2:1**

University of Hertfordshire (Second Upper)

**2008 - 2009 Canadian Pre – University Ontario Diploma**

Taylor’s College University

**2003 – 2008 Convent Bukit Nanas SPM**

**(Secondary)**

**Work Experience**

**October 2013 – Support Worker Lennox House**

**February 2014 Care Home, UK**

* 4 months placement to run my experiment and research for my final year dissertation on Dementia Care and patients who suffer from dementia
* My research was on how music and exercise affects the mood of elders who has dementia
* Look after them and provide their day in and day out care and personal needs
* Getting to know them a little better – their life experience, interest and what’s makes them smile and happy
* To provide daily reports at the end of the day to my supervisor on how the exerciser they do and music they listen has any effect on their moods.
* Making sure that everyone’s needs are meet in terms of food and social activities.
* One of the activity that was conducted was a Bake Sale done by the residents of the home

**June 2013 – Residential Support Worker Tulip Care & October 2013 Education**

**Children’s Home**

* 3 months placement during the summer working with children and young people
* Contributing to the normal development of the children and young people and promote a healthy life style.
* Help promote and support children and young people’s education which was provided on site.
* Being aware of the children’s and young people’s leisure and recreational needs and supporting their active participation in these.
* Listening and talking to children and young people, and observing their behaviour, and recording significant features or events.
* Taking an active part in social activities, both on the premises and, as agreed, away from the home.

**2011 – August 2011 Assistant (File and Load Rates) Hilton Petaling**

**Jaya Malaysia**

* Checking and updating rates of hotels under the Hilton Group around the worldwide based on client’s preference
* Learned how to use the operating system that follows with keying in the rates into the database
* Filing all the documents that was needed to be filed according to date, time, client and hotel
* Report daily to Department head on total of rates have been updated in the database
* Writing and replying formal emails from/to clients if there are inconsistent rates of the hotels and from the database

**2009 – 2011 Telemarketer & Events Coordinator Leo Burnett**

**Advertising**

* To call and handle RSVP of all invited guests including SMS confirmation
* Daily report to Event Manager on guest list status and update
* Preparing and updating of the guest list of each event via Excel worksheet
* To prepare physical invites for courier and making a follow-up calls to check on receipt of invites. Once completed daily updates to be compiled and provided to Events Manager
* To do daily follow-up with courier company on delivery status
* Handle registration, coordination and supervision on event day
* To provide Events Manager post-event tabulation – invited guest vs. attendees

**2008 – 2009 Barista Starbucks Coffee**

**Company**

* One the job training on the best way to brew coffee
* Day to day interaction/engagement with customers which ultimately helped in my communication skills
* Planning and organizing product that comes into the store
* Worked at the till most of the time which was required to be extra responsible and accountable when dealing with money and to get the customer’s order right
* Manage the opening and closing hours of the store by stoking up products and getting the cash register ready for opening hours

**Volunteer Experience**

**2008 Youth Volunteer Children’s Care**

* Raised funds to donate to this particular home for children
* Donated books and stationary
* Help the children prepare for the beginning of new school term

**2010 Youth Volunteer Autism Children**

* 3-day volunteer programme at the centre
* Helped to plan activities for the children to participate in
* Assisting the children in their daily tasks that was already appointed to them
* Helped them in their Math and English work
* Put on a play for them on the third day
* Reading and telling stories

**2010 Youth Volunteer World Milk Day**

* Help distribute boxes of milk by Dutch Lady to every single person who came to supported World Milk Day
* Helped cleaning up once the event was done
* Coordinate the various activities which attributed to achieving the Malaysian Guinness Book of Records for the largest number of people drinking milk at one time

**Additional Information**

* Confident with a range of IT packages including Word, Excel, Powerpoint, internet and e-mail
* Good personal and time management
* Team player with excellent interpersonal and people skills as well as easy to communicate with team members and others
* Fluent in English and Bahasa Malaysia – verbal and writing
* Good organizational skill
* Excellent language and writing skills
* Have good leadership qualities
* Able to work under pressure and meet deadlines on time
* Have a good relationship when it comes to dealing with kids and a vast understanding on their development in early years

**Interests**

* Vice President of the Malaysian Society, University of Hertfordshire
* Planned the first University of Hertfordshire Sports Fest Games
* Active member of the University’s Student Union
* Join the Frisbee Team for Nottingham Malaysian Games
* Active member of the Active Student Hertfordshire which is free sport session for students in the University.

**References**

* Available upon request