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# PERSONAL DETAIL

**AHMAD TARMIZIE BIN ISMAIL**

NO.404 BLOCK 3, 3RD FLOOR, SECTION 8, JALAN TEPIAN 8/2, 40000 SHAH ALAM, SELANGOR.

EMAIL: **MIZIESUNWAY@YAHOO.COM**

HANDPHONE: **016 – 8458075**

IDENTIFICATION NUMBER : 790910-14-5065

DATE OF BIRTH : 10- SEPT - 1979

PLACE OF BIRTH : HOSPITAL UNIVERSITY KUALA LUMPUR

SEX : MALE

MARITAL STATUS : MARRIED

NATIONALITY : MALAYSIAN

RACE : MELAYU

RELIGION : ISLAM

HEALTH : EXCELLENT

EPF NUMBER : 14435528

**EDUCATION**

**HIGH EDUCATION** : **ASIA E UNIVERSITY (** NOVEMBER 2012 – NOVEMBER 2013)

EXECUTIVE DIPLOMA IN MANAGEMENT

Management Information System CGPA: 3.75

Business Law CGPA: 4.0

Strategic Management CGPA: 4.0

Marketing Management CGPA: 4.0

Business Finance CGPA: 4.0

Entrepreneurship CGPA: 4.0

Organization Behaviour CGPA: 4.0

Human Resource Management CGPA: 4.0

Principle Of Management CGPA: 3.5

Occupational Safety & Health CGPA: 3.75

Project ( Business Planning ) CGPA: 3.5

Business Communication CGPA: 4.0

**SECONDARY EDUCATION : 1991-1996**

SEKOLAH MENENGAH PADANG TEMBAK KUALA LUMPUR

(Form 1- 3 / PMR)

(Form 4 – 5 / SPM)

**PRIMARY EDUCATION : 1986 - 1991**

SEKOLAH RENDAH KEBANGSAAN (2) JALAN 10 PETALING JAYA

(Primary 1 – 6 / UPSR)

**CERTIFICATE COURSE**

* Customer Focused On Service Delivery
* Building Star The Value In Customer Service
* Higher Productivity Through Effective Work

**COMPUTER LITERACY**

* Windows 98
* Microsoft office 2000 ( Word, excel & Power point )
* Internet ( basic )

**ADDITIONAL INFORMATION**

I’m responsibility, trusty person and hardworking, I had perfect relationship with customers and other staff. Therefore, I look forward to a new career and use the valuable time for my new experience.

**LANGUAGE**

Language Spoken : Malay (Good) English (Medium)

Language Written : Malay (Good) English (Medium)

**HOBBIES**

Reading pc magazine, surf internet, travelling and playing football

**INSPIRED WORD**

"Winners know that they are not perfect. They respect their weaknesses while making the most of their strengths "

To work better, faster and smarter with knowledge and experience, thus creating a successful career is the basic goal of my life. My ability to work hard and think creatively will contribute greatly to the good of the institution or organization.

**EXPECTED SALARY- : RM 2500**

**WORK EXPERIENCE**

**1ST DECEMBER 2012 – 31 JUN 2013 MILK & BUTTER CAFÉ**

25G, JALAN TELAWI 2, BANGSAR BARU, 59100 KUALA LUMPUR.

**POST: SUPERVISOR**

**4th April 2011 – 28th June 2012 GARDEN LIFESTYLE STORE AND CAFÉ**

LG 2.126, JALAN PJS 11/15, SUNWAY PYRAMID SHOPPING MALL , 46150 PETALING JAYA

**POST: SUPERVISOR**

* Supervise and participate in kitchen and dining area cleaning activities.
* Resolve customer complaints regarding food service.
* Train workers in food preparation, and in service, sanitation, and safety procedures.
* Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
* Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
* Inspect supplies, equipment, and work areas to ensure efficient service and conformance to standards.
* Control inventories of food, equipment, small ware, and liquor, and report shortages to designated personnel.
* Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
* Perform personnel actions, such as hiring and firing staff, providing employee orientation and training, and conducting supervisory activities, such as creating work schedules or organizing employee time sheets.
* Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.
* Record production, operational, and personnel data on specified forms.
* Develop equipment maintenance schedules and arrange for repairs.
  + Perform various financial activities such as cash handling, deposit preparation, and payroll.
* Compile and balance cash receipts at the end of the day or shift.
* Perform food preparation and serving duties, such as preparing dishes, or serving wine and liquor.
* Conduct meetings and collaborate with other personnel to, serving arrangements, and related details.
* Present bills and accept payments.
* Greet and seat guests, and present menus and wine lists.
* Develop departmental objectives, budgets, policies, procedures, and strategies.
* Schedule parties and take reservations.

**WORK EXPERIENCE**

**28TH JUNE 2006 – 1ST APRIL 2011 RESORT WORLD GENTING SDN BHD**

FIRST WORLD CAFÉ, FIRST WORLD HOTEL, LEVEL 3, 69000 GENTING HIGHLAND, PAHANG

**POST: SENIOR WAITER**

* Prepare tables for meals, including set up items such as linen, silverware and glassware.
* Greeting guests (with eye contact and smile).
* Escort guests to their tables.
* Present menus to the guests and answer questions about menu items, or making recommendations.
* Present wine list and describe or recommend wines to the guests.
* Taking food and drink orders.
* Present and serve wine (into the proper glass).
* Serving food and drinks (older ladies first).
* Check with guests to ensure that they are enjoying their meals and take action to correct any problems.
* Remove dishes (gentlemen first!) and glasses from the tables for cleaning.
* Dealing with bill payments.
* Banquet servers must come to work ready to perform many tasks, including setup, serving meals and cleanup. Setting up involves moving tables and chairs and dressing tables with linens, dishes, silverware, glasses, plates, cups, napkins, condiments and centerpieces. A banquet server fills water glasses before guests arrive.
* Arrange decorations, such as signs or streamers, and assemble stages or dance floors.
* During events, a banquet server carries large, heavy trays from a kitchen and places the plates in front of diners.
* Works quickly and carefully so that meals remain hot; when the banquet offers choices, delivers the right meal to the right person.
* When an event ends, the banquet server clears tables of dishes, glasses and eating utensils and carries them to the kitchen, gathers table linens and napkins and may help remove decorations.

**WORK EXPERIENCE**

**1ST APRIL 2005 - 25TH JUNE 2006** **PACIFIC OFFICE SUPPLIES SDN BHD**

11 & 11A, JALAN PJS 11/1, SUNWAY INDUSTRIAL PARK, 46150 PETALING JAYA, SELANGOR

**POST: STOREKEEPER**

• Receives, stores, maintains and issues inventory comprised of store items

• Determines inventory levels for all items purchased and stored; prepares orders sheets for showrooms including item specifications and desired quantities.  
• unload goods and check them against order forms  
• count and record the number of items in store during stockades

**1st July 2003 – 30th Nov 2004 SWISS MARKETING CORPORATION SDN BHD**

42A, 1ST FLOOR, JALAN PJS 8/2, DATARAN MENTARI SUNWAY, 46150 PETALING JAYA, SELANGOR

**POST: CLERICAL AND TELESALES**

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| --- | --- |
|  | Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes. |
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|  | Explain products or services and prices, and answer questions from customers. |
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|  | Obtain customer information such as name, address, and payment method, and enter orders into computers. |
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|  | Record names, addresses, purchases, and reactions of prospects contacted. |
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|  | Obtain names and telephone numbers of potential customers from sources such as telephone directories, magazine reply cards, and lists purchased from other organizations. |
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|  | Adjust sales scripts to better target the needs and interests of specific individuals. |
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|  | Answer telephone calls from potential customers who have been solicited through advertisements. |
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|  | Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts. |
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|  | Maintain records of contacts, accounts, and orders. |
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|  | Schedule appointments for sales representatives to meet with prospective customers or for customers to attend sales presentations. |
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|  | Conduct client or market surveys in order to obtain information about potential customers.  **PROFESSIONAL REFERENCES** |

**AZNIRUL HISHAM BIN MOHD HUSSAIN SUKOR**

LECTURE ASIA E UNIVERSITY

ASIA E UNIVERSITY d/a ANGKASA TRAINING CENTRE

NO 2B & 2C, FLOOR 1 & 2, JALAN TENGKU AMPUAN ZABEDAH, K9/K SEKSYEN 9, 40100 SHAH ALAM, SELANGOR.

**HAND PHONE: 012 – 6606421 / 019 – 3064167**

**RITA SALWANY BINTI MOHD YAZID**

LECTURE ASIA E UNIVERSITY

ASIA E UNIVERSITY d/a ANGKASA TRAINING CENTRE

NO 2B & 2C, FLOOR 1 & 2, JALAN TENGKU AMPUAN ZABEDAH, K9/K SEKSYEN 9, 40100 SHAH ALAM, SELANGOR.

**HAND PHONE: 019 – 2626209**

**MR. MELVIN PHANG**

MANAGER

MILK & BUTTER, 25G, JALAN TELAWI 2, BANGSAR BARU, 59100 KUALA LUMPUR.

**HAND PHONE:**  **012-2806600**

**ZULAFA BIN NORDIN**

ASSISTANT MANAGER GOLF TERRACE,

SAUJANA RESORT, JALAN LAPANGAN TERBANG SAAS, 40150 SHAH ALAM, SELANGOR

**HAND PHONE: 013 -2300401**

**OSMAN LIMUN**

DIRECTOR OF MICE GICC

GENTING INTERNATIONAL CONVENTION CENTRE, FIRST WORLD HOTEL, 69000 GENTING HIGHLAND, PAHANG.

**HAND PHONE: 017 – 2804175**