

Mastika Suhaila Binti Yaacob

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Objective

Willing-to-learn and adaptable graduate student currently pursuing advanced studies in Physics and Entrepreneurship, seeking a part-time or full-time position (short term or long term) in your company to leverage extensive customer service, sales, and business management skills, enriched by a strong empathetic foundation in educational and customer interactions.

Education**Master's in General Physics (In Progress)**

Stockholm University, Stockholm, Sweden (Expected June 2025)

Entrepreneurship Courses (March 2024)

Stockholm School of Economics and KTH, Stockholm, Sweden

1. Running Your Own Company

Theoretical course on launching and managing startups including ideation, business model, finding investor and pitching idea.

2. Creating a Business Idea

Course on business idea generation, development of business model, and pitching new venture ideas.

Postgraduate Certificate in Education (Physics)

Darulaman Campus Teachers' Education Institute (Institut Pendidikan Guru Kampus Darulaman), Jitra Kedah, Malaysia (May 2016 - December 2017)

Bachelor of Science in Physics

University of York, Heslington, York, United Kingdom (October 2010 - July 2013)

Professional Experience**Entrepreneur/Owner**

Fashionbroker, Self-Employed (Dec 2016 – Aug 2023)

-Managed all facets of a handbag business, from inventory procurement to sales and customer service, introducing flexible payment options to accommodate customer needs.

-Employed empathy and understanding in customer interactions, often going above and beyond to ensure satisfaction.

Education Service Officer

Ministry of Education of Malaysia, Kuala Lumpur (April 2018 – August 2023)

-Executed curriculum and strategies, facilitated related STEM competitions to enhance student learning, understanding and outcomes, and carried out assessments with data analyses and reports

Research Assistant

School of Electrical and Electronics Engineering, Universiti Sains Malaysia (Nov 2015 – Dec 2016)

-Supported research initiatives and managed administrative tasks, tenders and grants application, management and business tasks during collaboration between academia and engineering industries, demonstrating strong organizational and communication skills.

Sales Assistant (Part-Time)

Phase Eight, Designer Outlet York, St. Nicholas Avenue, York, United Kingdom (Dec 2010 – Jun 2013)

Managed transactions and maintained visual merchandising standards, and provided customer service in a busy retail setting, assisting with product selection and sales.

Skills

Languages : Malay and English (Fluent).

Interpersonal Skills: Friendly, customer-oriented, excellent in sales and filing, adept in administration and management tasks.

Soft Skills : Effective communicator, team collaboration, problem-solving, adaptability.

Business Skills : Strategic planning, market analysis, financial planning, business model canvas.

Other Qualities

Great People Skills : Engaging and approachable, able to build rapport quickly.

Teamwork : Cooperative and supportive team member.

Empathy and Support : Demonstrated ability to understand and share the feelings of others, often providing support and assistance unconditionally.

Adaptability & Learning : Adapt to new environments and willing to acquire new skills independently or through formal training.

References

Available upon request.