PERSONAL RESUME

Position Applied: GENERAL CLERK

Expected Salary : Rm1000++ Negotiable

Name : Norlia Binti Abd Ghani

Age: 39 Year Old

Gender : Female

Date of Birth : 16 September 1976

Status : Married with One Child

Religion / Race : Muslim

Nationality: Malaysian

Hobbies : Surfing Internet

EDUCATION

- > SRK SANTUBONG 1983 1988 (UPSR)
- SMK SANTUBONG 1989 1991 (SRP)
- > SMK SANTUBONG 1992 1993 (SPM)
- > KOLEJ ABDILLAH 1993 1994 (STPM)
- > MALAYSIAN INSTITUTE OF ACCOUNTANCY 2008 -2011

LANGUAGE

- BAHASA MELAYU EXCELLENT
- BAHASA INGGERIS EXCELLENT

COMPUTER SKILL

- Microsoft Office
 - Word
 - Excel
 - Office 365 Version
 - MC System Material Control System
- Utilities Opera System
- Training
- > Telephone Handling
- Program Usahawan Muda
- Menu and Knowledge, Standard Taking Order and Table Setting
- Housekeeping Quality System (Chempro Technology)
- Five Star Hotel English Course
 - Working Experience

> Four Points By Sheraton

- > 15 February 2011 (Promoted)
 - (Room Division Coordinator/ Secretary)
 - Handing paper work, staffing, Filling, Leave Application, Duty Roster, Month End Report and Meeting
 - To work closely with section head and other section department for day to day operation.
 - Provide day to day Administrative Support/ Task.
 - Manage meeting, schedule, Travelling Arrangement, Correspondence, Report and Private and Confidential Matter.
 - Participate in staff and section head meeting.

Four Points By Sheraton Kuching

- October 2008 (Opening Team)
 - (Senior Housekeeping Coordinator/ Secretary)
 - To handle all printed item and stock arrived for the Opening of The Hotel.
 - To prepare Standard Operating Procedure and TAO for each section Housekeeping, Laundry and Public Area.
 - To do a proper set up of Room for the Opening of Hotel.
 - To work closely with Department Head for the Opening of the Hotel.
 - Prepared Monthly End Report Overtime, Annual Leave Public Holiday, Duty Roster ad Inventory.
 - Provide day to day Administrative Support.
 - Manage Meeting, Schedule, Travelling Arrangement, Correspondence Report and Private And Confidential Matter.
 - Participate in Staff and section Head meeting.

DAMAI PURI RESORT AND SPA

- 2006 (Opening Team)
- Guest Service Centre (Front Office Department)
- Purchasing Officer (Account Department)
 Order Taker (Food And Beverage Department)

MEKARELA SDN BHD (KOTA KINABALU)

- 2002 4 September 2005
- Admin Clerk cum Personal Assistant

NEXUS KARAMBUNAI RESORT

- 2001 2002
- Receptionist
- Purchasing Clerk
- Human Resource Executive

SANTUBONG KUCHING RESORT

- September 1998 February 2001
- Cashier (Food And Beverage Department)
- Human Resource Executive / Security Secretary

DAMAI RAINFOREST RESORT

- May 1998 August 1998
- Guest Service centre / Receptionist (Partimer for staff on Maternity Leave)

DAMAI LAGOON RESORT

- Opening Team 1994
- Order Taker (Food and Beverage Department)
- Cashier Souvenir Shop (Account Department)
- Storekeeper cum Account Clerk (Account Department)
- Guest Service Centre (Front Office Department)

** Remark : Can work Immediately

Reference:

Muhd Farid Bin Abdul Radzak Guest Service Manager H/P : 012 886 3373

Office: 082 280 888 Ext 6128

Norlia Binti Abd Ghani, No.46, Jalan Pinang Jawa, Lorong Mawar 3, Taman Mawar, 93050 Kuching Sarawak.

Dear Sir/Mdm,

Kadir, Wong, Lin & Co Advocates, Kuching Sarawak.

REF: APPLICATION AS GENERAL CLERK

With reference to the above mentioned, I would like to apply for position as General Clerk at your organization.

Having more than working experience in the Hospitality Industry, posses' wide knowledge in Standard Operating Procedure for Opening Team and as Team Player, I believe I can share and contribute my experienced with the team to deliver high standard of service experienced.

I attached here with my personal resume for your kind consideration. I am delighted to attend any Interview with good self to elaborate further my suitability for the position. I do hope to hear from your side soon. I can be contacted via mobile number at

Your're sincerely

Norlia Binti Abd Ghani H/P: **014 – 690 7935**