

# NUR FATIN LIYANA BINTI MD SOBHI

B-1-4, Danau Murni Condominium, Jalan 1/109F, Taman Danau Desa,  
58100 Kuala Lumpur | +60 17 7070 134 | [liyanasobhi@gmail.com](mailto:liyanasobhi@gmail.com)

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## CAREER OBJECTIVE

A fresh graduate seeking for a career opportunity with a dynamic company. Possesses over two years of accumulated experience in food and beverages, admin, and customer service. Diligent, self-driven and a team player. Able to start work immediately.

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## EDUCATION

**Bachelor in Business Administration (Hons.)**, University of Malaya, Kuala Lumpur. *Sep 2013 – Oct 2017*  
CGPA: 3.27/4.00.

**Matriculation Accounting Program**, Johore Matriculation College, Tangkak, Johor. *May 2012 – Apr 2013*  
CGPA: 4.00/4.00. MUET: Band 4.

**Sijil Pelajaran Malaysia (SPM)**, Sekolah Tinggi Kluang, Kluang, Johor. *Jan 2010 – Dec 2011*  
8A's. (English: A+, Bahasa Melayu: A+, Maths: A)

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## WORK EXPERIENCE

**Caffe Bene Malaysia**, Mid Valley Megamall, Kuala Lumpur.  
*Barista*

*Sep 2017 – present*

- **Prepared food and beverages, and provided excellent customer service. Involved in the opening and/or closing of outlet.** Involved in **training new baristas** when required. **Monitored and maintained daily operations** as per standard operating procedure.

**AIA Bhd.**, Menara AIA, Jalan Ampang, Kuala Lumpur.  
*Intern/Insurance Claims Assessor (Personal Accidents Operations-Claims)*

*Sep 2016 – Feb 2017*

- **Processed insurance claims** in compliance with regulatory guidelines (in POLA and MCS). **Completed clerical tasks** such as preparing letters and presentation slides, and data entry. **Worked closely with managers** regarding insurance claims and customer service. **Organized departmental events** from time to time (i.e.: team-building, gatherings).

**Super Yin Nogori Sembilan Food Specialist**  
*Social Media Content Creator (Part-time)*

*Feb 2016 – Sep 2016*

- **Created creative contents** using Adobe Photoshop and online editing applications. **Maintained engagement** with customers on social media.

**Boost Juice Bars**, Pantai Hospital KL, Bangsar.  
*Team Leader (Part-time)*

*Jul 2015 – Feb 2016*

- **Prepared food and beverages, provided excellent customer service. Involved in the opening and/or closing of outlet** on a daily basis. **Promoted to team leader** within 3 months. **Monitored and maintained daily operations** as per standard operating procedure.

**Koperasi Angkatan Tentera Malaysia Berhad, Kluang, Johor.**  
*Clerk (contract).*

*Dec 2012 – Mar 2013*

- **Provided front-desk customer service. Involved in clerical tasks** such as cheque printing, data entry and letter preparation. **Engaged in simple bookkeeping** and filing activities
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## **SKILLS**

**Language:** Fluent in English and Bahasa Melayu.

**Editorial/technical:** Proficient in MS Office (Word, Excel, PowerPoint). Possess basic skills in Adobe Photoshop. APA proficient.

**Interpersonal:** Possess excellent communication skills. Hardworking, organized, and pay attention to details. Able to take up a leadership role when required. Flexible when working with people of different backgrounds.

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## **EXTRACURRICULAR INVOLVEMENT**

**3E Trip to Shanghai, China.** (Faculty of Business and Accountancy). 16 – 21 July 2016

*Logistics Department*

- A one-week educational, exploratory, and experiential trip to Shanghai and Hangzhou, People's Republic of China. A joint-effort between Genting Malaysia Berhad and the Faculty of Business and Accountancy to allow students to experience cultural exchange and overcome challenges in a foreign country.
- Involved in research for accommodation and transportation.
- Ensured a smooth travel experience for participants.

**Career Path 2015.** (University of Malaya Business Club). 25 – 26 Mar 2015

*Emcee.*

- A two-day career fair targeted to students and alumni.
- Hosted the event and ensured a smooth event flow as per itinerary.

**O-week 2014/2015** (University of Malaya Business Club). 12 – 13 Sep 2014

*Head of Facilitators*

- A two-day orientation program to welcome freshmen into the faculty.
- Directed, assisted, and monitored fellow facilitators to comply with their job scopes.

**Futsal Team** (Za'ba Residential College). Sep 2013 – Sep 2015

*Team member, goalkeeper.*

- Participated in games and won awards in several occasions.
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## **ACHIEVEMENTS & AWARDS**

**S.A.F.E.R Business Success Masterclass** May 2017

*ADLA Group Sdn. Bhd.*

**Google AdWords Certification.** Jun 2016

*Google Ignite Malaysia 2016*

**Public Service Department Scholarship Award.** Sep 2013

*Local Bachelor Degree Program*

**Level 2 Certificate in Bookkeeping and Accounts.** Dec 2011

*London Chamber of Commerce and Industry*

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**REFERENCES** will be provided upon request.