

# **MARDIATULAISYAH BINTI OMAR**

#### Bachelor in Office Systems Management (HONS)



**Phone** 

013-4924457

**Date of Availability Immediately** 



**Date of Birth** 17.07.1992

Transportation



**Email** mardiatulaisyahomar@gmail.com



**Address** 1336 Pengkalan Batu, 13300 Tasek Gelugor



## WORKING EXPERIENCE

O May 2015 -Sep 2016

#### **Service Advisor**

#### Hasfas Auto Sdn Bhd, Padang Lallang, Bukit Mertajam (Proton Authorized Dealer)

- Handle customer vehicle maintenance, repair needs and other complaints.
- Ensure that all vehicles and relevant documents are completed before time promised.
- Follow-up vehicle progress. Ensure customer retention is maximized and complaints are minimized.
- Promote the sale of service labour, lubricants, accessories and other parts.
- Ensure daily housekeeping at reception area and customer-related facilities and equipment is neat, orderly arranged and clean.

Jan - Apr 2015

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#### **Customer Service Assistant**

#### Mydin Mohamed Berhad, Bertam, Kepala Batas

- Handle customer complaints and satisfaction regarding goods and services.
- Ensure all customer issues and complaints notified to HOD in charge.
- Ensure all relevant documents are completed daily.
- Promote and announced all goods and services daily.
- Provide gift wrapping service, hampers and other.

O Jan - June 2010

#### **Inspection Operator**

#### Flextronics Technology (Penang) Sdn Bhd

Ensure all products are in good condition without any defect before packing.



### INTERNSHIP EXPERIENCE

O Sep - Dec 2014

Intern Officer (RSE Unit, Planning Division)

#### Ministry of Science, Technology and Innovation, Putrajaya

- Organize filing management including opening and closing files. Handle incoming and outgoing mail.
- Gather information regarding related program through surfing internet, sending email, letters and make calls to other ministry and agencies.

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- Involving in RSE Unit related program such as STHC, RMke-11, CAPAM, HIP 6 and others.
- Assist other officers in completing a given task.



#### **EDUCATION**

PMR - 5A **SPM - 5A** 

2005 - 2009 SMK Bakti, Tasek Gelugor Degree (CGPA) – 3.66

Universiti Teknologi Mara, Melaka

2015

Office Systems Management (HONS)

Diploma (CGPA) - 3.65

Universiti Teknologi Mara, Pahang

2013 Office Management and Technology

ACHIEVEMENT



PESB 2015 National ICC Convention **Service Dealer Champion** 

PESB 2015 Regional ICC Convention Northern Dealer Representative



Social Commitment Organization Communication Creativity









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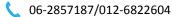


Transportation Yes

Address 1336 Pengkalan Batu, 13300 Tasek Gelugor

# ♠ REFERENCE

O Miss Zarina Begum Binti Ebrahim
Lecturer of Office Systems
Management
Universiti Teknologi Mara
Melaka



Ramu A/L Krishnan
 Service Manager
 Hasfas Auto Sdn Bhd
 Padang Lallang, Bukit Mertajam

