



MARDIATULAISYAH BINTI OMAR

Bachelor in Office Systems Management (HONS)



Date of Availability
Immediately



Date of Birth
17.07.1992



Email
mardiatulaisyahomar@gmail.com



Phone
013-4924457



Transportation
Yes



Address
1336 Pengkalan Batu,
13300 Tasek Gelugor



WORKING EXPERIENCE

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

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.

Jan - June
2010

Inspection Operator

Flextronics Technology (Penang) Sdn Bhd

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



INTERNSHIP EXPERIENCE

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.
- 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



PERSONAL SKILLS

Social Commitment	● ● ● ● ●
Organization	● ● ● ● ●
Communication	● ● ● ● ●
Creativity	● ● ● ● ●



TECHNICAL SKILLS

Microsoft Office	● ● ● ● ●
Keyboarding	● ● ● ● ●
Movie Maker	● ● ● ● ●
Photoshop	● ● ● ● ●



LANGUAGE

B. Malaysia	● ● ● ● ●
English	● ● ● ● ●
Mandarin	● ● ● ● ●

MARDIATULAI SYAH BINTI OMAR

Bachelor in Office Systems Management (HONS)



Date of Availability
Immediately



Date of Birth
17.07.1992



Email
mardiatulaisyahomar@gmail.com



Phone
013-4924457



Transportation
Yes




Address
1336 Pengkalan Batu,
13300 Tasek Gelugor




REFERENCE



Miss Zarina Begum Binti Ebrahim
**Lecturer of Office Systems
Management**
Universiti Teknologi Mara
Melaka
 06-2857187/012-6822604



Ramu A/L Krishnan
Service Manager
Hasfas Auto Sdn Bhd
Padang Lallang, Bukit Mertajam
 012-4661209