

RESUME



NORSHAHIRA FATIMAH BINTI HAMZAH

NO. 123 KAMPUNG TENGAH KUAK,
33400 LENGGONG,
PERAK DARUL RIDZUAN.

I/C NUMBER: 930907-08-5024

HANDPHONE NUMBER: 011-33503097

E-MAIL ADDRESS: erashahira0709@yahoo.com

PERSONAL PARTICULARS

Date of birth: 7 September 1993

Place of birth: Hospital Taiping, Perak

Marital status: Single

Nationality: Malaysian

EDUCATION

Dec 2011 – Diploma in Building Services Engineering

Politeknik Sultan Salahuddin Abdul Aziz Shah,

Dec 2014 CGPA 2.93

Persiaran Usahawan, Seksyen U1,
40150 Shah Alam, Selangor Darul Ehsan.

Jan 2010 – Sijil Pelajaran Malaysia (SPM)
2A's in Bahasa Melayu &
Pendidikan Islam

Sekolah Menengah Kebangsaan Sultan Azlan Shah,
33400 Lenggong Perak.

CURRENT WORK

April 2017 – Technical Coordinator at Etech IT Sdn Bhd, Bukit Jelutong Shah Alam

Exposure gained:

- Make arrangement, coordinate & monitoring Engineer onsite based on case assigned to SLA team from end user/PIC via e-mail & phone calls
- Performs basic clerical tasks, operates standard office equipment, may require computer and data entry skills.
- Arrange for part order from provider Lenovo
- Develop and carry out an efficient documentation and filing system
- Responsibilities include controlling the incoming and outgoing documentation process and maintaining files and project document.

WORK EXPERIENCE

April 2016 – Admin Executive at Landgrove Development Sdn Bhd, USJ 25 One City Subang Jaya.

April 2017 Exposure gained:

- Monitoring and provide personalized secretarial and administrative support.
- Maintain diary, arrange meetings and appointments and provide reminders.
- Take dictation and minutes and accurately in technical data meeting/discussion.
- Develop and carry out an efficient documentation and filing system
- Responsibilities include controlling the incoming and outgoing documentation process and maintaining files and project document.
- Performs basic clerical tasks, operates standard office equipment, may require computer and data entry skills.
- Monitor office supplies and research advantageous deals or suppliers.
- Creates, processes and tracks purchase orders. Maintains records of orders and inventory and follows up with vendors and suppliers on delivery.

Jan 2015 – Technical Supervisor Trainee at Sime Darby Property, the Glades Subang Jaya.

Jan 2016 Exposure gained:

- Attend to walk-in customers / purchasers for enquiries
- Handle complaints from purchasers via e-mail, phone calls or walk-in
- Make an appointment for purchasers for house key collections
- Hand over new completed unit to the purchaser
- Go through the inventory checklist for the newly handed over unit with the purchaser
- Support the implementation of the quality, health, safety and environment
- Monitor defects / complaint received from purchasers
- Supervise the contractor on their rectification works
- Coordinate and work closely with internal departments, Consultants, Contractors, Property Management Team and Local Authority to resolve the complaints received.
- Prepare weekly and monthly report for superior
- Update the purchasers on the completion of the defect works and do the site inspection with them to close the cases

June – Dec 2013 Practical Trainee at Heitech Padu Berhad, Subang Jaya Selangor.

Exposure gained:

- Building system Inspection based on Service Level Agreement
- Maintenance work (Wiring, Piping, Air-conditioning service)
- Key in Utility Bills in Microsoft Excel
- Weekly Report in Microsoft word

SKILLS & STRENGTHS

- Proficient in Microsoft Office programs. (Word, Excel and PowerPoint).
- Able to working in heavy duty work at site/building construction (Wiring, Air Conditioning service, Piping, Building Inspection)
- Willing to learn new things and I am interested in improving efficiency on assigned tasks.
- Can speak in Bahasa Malaysia and English.
- Proficient in written Bahasa Malaysia and English.
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EXTRA – CURRICULAR & EVENT ACTIVITIES

Sept 2015 Joined HR4U event at The Glades Putra Heights by Sime Darby Property

Aug 2015 Joined STEP training at The Glades Putra Heights by Sime Darby Property

Jan 2015 Joined Sime Darby Property Prime Carnival as crew/ receptionist

2012 – 2014 Joined Pengakap Kelana Club at Politeknik Sultan Salahuddin Abdul Aziz Shah, Shah Alam.

2006 – 2010 School Prefect.

2010 President in Counselling Club at SMK Sultan Azlan Shah.

2007 - 2009 Joined Marching Competition in school level at SMK Pengkalan Hulu Perak.

2009 Joined Jatidiri Bangsa Camping at Nur Lembah Lenggong, Perak.

SUPPLEMENTARY INFORMATION :

Willing to travel : Yes

Willing to relocate : Yes

Expected Salary : RM 2,500.00

REFERENCE:

- Name: Nur Atiqah Binti Abd Rahman
Position: Human Resources, Landgrove Development Sdn Bhd
Phone number: 03-80814681
- Name: Puan Rozimah Tahir
Position: Academic Advisor, Polytechnic Sultan Salahuddin Abdul Aziz Shah
Phone number: 017-3078420
- Name: Catherine Agnes
Position: TCS Executive, Sime Darby Property Berhad
Phone number: 012-9201516