



LILIANA MAS ALIZA BINTI ROFIKI

647 (A) N/70 JALAN LAHAR YOOI, NYIOR SEBATANG, 13300 TASEK GELUGOR PULAU PINANG

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AGE: 25 YEARS OLD

## EDUCATION

***Diploma in Communication and Mass Media*** December 2010  
Universiti Teknologi Mara (UiTM) Alor Gajah, Melaka

Status: Fast Track

**Bachelor of Mass Communication September 2012- April 2015**

Universiti Teknologi Mara (UiTM ) Shah Alam

Major: Public Relations

Minor: Communication Management and Policies

## SKILLS

Microsoft Office, Microsoft Word, Power Point, Microsoft Excel

## EXPERIENCE

### **Qirana Maju Sdn Bhd**

Part Time (2011-2012)

- Promoting the photograph session based on the background of Melaka River Cruise along the river.
- Editor photographer for the photograph taken before the departure of the customer riding the cruise.

### **7-Eleven**

January – February 2009

- Store Associate that helps in store operates.
- Secretarial work and learn how to make a daily report.
- Ensured that all the goods received need to be scanned and report to HQ.

### **GROLIER (M) SDN BHD**

April – October 2015

- Promoting the programmed provided
  - Sales representative in consulting the parent about their kid development in studies.
  - Involved in field work and telemarketing in order to promote the programs.
- Exposed in development of education program. Need to be ready for strategic planning and wide knowledge for marketing.
- An early education program that could help children enhances their thinking skills, mathematics, and English.

### **TELEKOM MALAYSIA BERHAD™ (MELAKA)**

**15 FEB 2016- 25 AUGUST 2016**

CUSTOMER SERVICE PROFESSIONAL (CSP)

BILLING DEPARTMENT

Multi skill in handling system and handling customer verbally and nonverbally

## UNIVERSITY CO-CURRICULUM

- Malay Association of UiTM Alor Gajah, Melaka. Special Duty Exco (2011)
- Special Duty Bureau for 'Rumah Nur Kasih' programme (minor subject project) in 2013 (UiTM Shah Alam)
- Practical Student at Perbadanan Pembangunan Sungai dan Pantai Melaka (PPSPM) September-December 2014.

## SECONDARY SCHOOL ACTIVITY

Volleyball Zon League MSSNM Alor Gajah 2008 ( SM Teknik Datuk Seri Mohd Zin Alor Gajah Melaka).

Board of Cooperation SM Teknik Datuk Seri Mohd Zin Alor Gajah Melaka Berhad-2008-2009

Program Rakan Muda Sekolah, Rakan Muda Wirausaha-Anjuran Kementerian Belia dan Sukan, June 2009 (SM Teknik Datuk Seri Mohd Zin Alor Gajah, Melaka)

Perkampungan Penulis Muda Pelajar Sekolah Menengah Negeri Melaka 2009 ( SM Teknik Dato Seri Mohd Zin Alor Gajah Melaka).

## REFERENCES

**Miss Baby Anusha Nur Bt Mohamed Thaheer**

Coordinator of Public Relations (MC242)

+603 - 5544 4865

**Encik Masri Bin Haji Mohd Arop**

Admin Assistant

Publicity and Event Management Department

Perbadanan Pembangunan Sungai dan Pantai Melaka

013-2386100

**Miss Liyana Binti Suhandi**

Deputy Division Manager

Grolier (M) SDN BHD

012- 378 8531

**MISS NORITA BINTI MIZAN**

Team Leader

Telekom Malaysia

017-6113645