



SITI ZAHARAH BINTI ZAKARIA

ADDRESS : No. 22-H, Lorong 7, Taman Sungai Lalang 1, 08000 Sungai Petani, Kedah Darul Aman.

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OBJECTIVES

- To gain more experience and improve my knowledge and individual skills.
- To apply the knowledge, talents and ideas that I have for the company that offers me to work, showing my integrity, honesty, commitment and excellence.
- Now looking for a suitable position with a reputable, and exciting employer.

PERSONAL DETAILS

Age : 24 Status : Single

Nationality : Malaysia Siblings : 6

Date of Birth : 30th May 1993

EDUCATION

University Technology MARA, Seremban 3 Campus, Negeri Sembilan CGPA :
Bachelor of Science (Honours) (Computational Mathematics) 3.11
(September 2012 – January 2016)

Kolej Matrikulasi Kedah (KMK) CGPA :
Course : Science 2.76
(2011 – 2012)

SMK Aman Jaya Result :
Sijil Pelajaran Malaysia (SPM) 1A,1A-,2B,2C+,4C
(2010)

SMK Aman Jaya Result :
Penilaian Menengah Rendah (PMR) 3A, 5B
(2008)

WORK EXPERIENCE

Telekom Malaysia Berhad

- Industrial Trainee
- September – December 2015
- Department: Service Delivery Zone (SDZ), External Network Zone (ENZ), Data Delivery Zone (DDZ) and Core Network Zone (CNZ)

- Restoring all the docket that being reported by the customer, check contractor claim in the system, fix and maintain the STREAMYX and phone network, and also for the new installation

Celcom Axiata Berhad

- SL1M Traineeship Programme
- 4th April 2016 – 3rd April 2017
- Department: Customer Services
- Handles inquiries and assists customers effectively by solving customer disputes
- Provides customer additional information or explains services
- Discusses products offered and ensures customer satisfaction

EXTRA CURRICULAR ACTIVITIES

ACTIVITIES

UiTM

- 2012
 - Participate in 1 Citizen Test
 - Participate in kawad kaki KESATRIA (PERKAD)
- 2013
 - Member of Badminton Club in UiTM
 - Member of Math Club in UiTM
 - Facilitator for Mathelete's Day (Math Club)
 - Facilitator for Ukhwah Fillah (Math Club)
- 2014
 - Participate in "Program Hari Matematik 2014"
- 2015
 - Participate in " Mini Program Latihan Keusahawanan Mahasiswa (PLKM) 2015"

SKILLS

SKILLS

Advanced	Microsoft Office: Word, Power Point, Excel
Intermediate	Keyboarding Skill
Basic	Micro media Dreamweaver, Programming, MATLAB, MAPLE

LANGUAGE

Language	Spoken	Written
Bahasa Malaysia	9	9
English	6	7
Mandarin	4	2

Other skills and strength:

- Able to work independently and easy to adapt into a new environment
- Able to learn a new thing and manage time efficiency
- Problem solving skills, highly motivated and committed person
- Ability to multitask

REFERENCES

Reference 1	
Name	PN NORAZLIN BT MOHD ALI
Telephone No	0134000444
Email	norazlin_m@celcom.com.my
Relationship	Branch Manager Celcom Sg Petani

Reference 2	
Name	FATIN NURSHUHADA BT MOHD SUKRI
Telephone No	01112478267
Email	nurshuhadafatin@rocketmail.com
Relationship	Friend