

FARAHANIS MERICAN

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Lebuh Nipah, Sg Nibong,
11900 Pulau Pinang.

Permanent Address

37B Jalan Perak,
10400 Georgetown,
Pulau Pinang

Academic Qualifications

Secondary Level : Form 5 (Arts Stream), 2009, Methodist Girls' Secondary School (MGS), Penang.

SPM : 6As (including 1119)

BHSC in English Linguistics, August 2015, International Islamic University Malaysia (IIUM), Kuala Lumpur. CGPA : 3.57/4.0

Extra Curricular Activities:

Makum Theatre Festival 2014 (Committee)
Nusantara Theatre Week 2013 (Committee)
Nusantara Theatre Week 2012 (Cast)
ELITS Theatre Night 2013 (Cast)
Go Go Marathon 2013 (Participant)
Persatuan Bahasa Melayu 2008-2009 (Chairman)
Taekwondo Club 2008 (Secretary)
Forum Remaja 2008-2009 (Participant)
Pesta Pantun 2008-2009 (Participant)
Pidato Piala Diraja Group & State Level 2009 (Participant)
Syarahan Agama District & State Level 2009 (Participant)

Achievements:

Nusantara Theatre Week 2012 (1st Prize)
Syarahan Agama District Level 2009 (1st Prize)
Pidato Piala Diraja Group Level 2009 (1st Prize)
Forum Remaja Group Level 2009 (2nd Prize)
Forum Remaja Group Level 2008 (3rd Prize)
Pesta Pantun Group Level 2008-2009 (3rd Prize)
Best Student Extra Curricular 2009
Best Student Kelab Bahasa Melayu 2009
Forum Remaja Group Level 2009 (Best Chairman)

Job Experience:

2015 – Current: Intel Penang
Helpdesk Analyst

Responsible in managing and closing tickets for different sites. Responsibility also includes assisting customers in inquiries and ensuring the PC supply process runs smoothly. Besides that, job also includes preparing weekly report to monitor work performance. Apart from that, task also includes preparing meeting minutes for the weekly meeting.

Skills gained:

1. Interpersonal skill
2. Ability to work under pressure
3. Working in a team
4. Multitasking
5. Ability to learn new things quickly
6. Customer service skill
7. Preparing email templates
8. Microsoft Excel

2015

Jump Street Trampoline Park, Penang.
HR & Admin Executive

Responsible in administrative works such as keeping files and records updated, answering phone calls and managing company's cleanliness. Also responsible in Human Resources works such as preparing offer letters, warning letters and updating company's attendance list. Monitoring employees' attendance and leaves as well as keeping company's details private and confidential. Job also includes assisting Finance Executive and General Manager during payroll and payment for suppliers.

Skills gained:

1. Telephone skills
2. Interpersonal skill
3. Ability to work under pressure
4. Ability to monitor employees' attendance and discipline.
5. Preparing and issuing letters; promotion, employment, warning and dismissal letters.
6. Planning and Organizing files and records.

2015

SMK Sungai Nibong, Penang.
Substitute Teacher.

2015

Methodist Girls School, Penang.
Substitute Teacher.

A class teacher who is responsible in monitoring students' attendance and performance. Also responsible in preparing lesson plans and examination papers for students. Involve in parents-teacher meeting and responsible in preparing students' report cards. Job also includes planning activities for students' extracurricular activities and issuing warning letters to students.

Skills gained:

1. Ability to work under pressure
2. Familiar with APDM attendance system
3. Ability to perform counselling session with pupils.
4. Working in a team
5. Planning and Organizing lessons and activities.

2014

Kungfu Travels & Tours Sdn Bhd, Penang.
Tour & Ticketing Consultant.

Promoting Tour Packages as well as assisting customers in planning their vacation. Also acted as a Tour Leader, assisting customers during their vacation. Job also includes the booking of flight tickets using specific software.

Skills gained:

1. Ability to work under pressure
2. Telephone skills
3. Familiar with ticketing software: Abacus & Galileo
4. Working in a team
5. Planning and organizing schedules

IT Skills : Abacus & Galileo System for ticketing (flight booking), Microsoft Excel, Microsoft Words, Adobe Photoshop (basic), APDM attendance system, PowerPoint.

Languages : Fluent in Bahasa Melayu & English, Familiar with Arabic.

Other Skills : Theatre acting, Public Speaking, Poetry writing & drawing.

References :

1. **Mohd Shafiq Jasmi**
012-4044736
(Head of Events Management Jump Street Penang)
2. **Nor Haniza Binti Mohamed Mohaideen**
012-8050877
(Account Executive Kungfu Travels & Tours Sdn Bhd)