

Noor Hasyimah Binti Abd Rahman

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OBJECTIVE

To apply my knowledge in management with the top organization establishment that offers new challenges and more opportunities to grow.

EDUCATION

Bachelor of Management (Tourism) 2013 – 2016

University Malaysia Terengganu

Related Coursework: Managerial Philosophy, Business Accounting,

Human Resource Management, Strategic Management and Managerial Finance

CGPA: 2.78

Sijil Tinggi Persekolahan Malaysia (STPM) 2011 – 2012

Sekolah Menengah Kebangsaan Sultan Ahmad

CGPA of 2.58

Sijil Pelajaran Malaysia (SPM) 2010

Sekolah Menengah Kebangsaan Sultan Ahmad

Grade: 3A-, 1B+, 2B, 1C, 1D, 2E

WORK EXPERIENCE

March – May 2013

Waitress at Canteen Kompleks Seri Iman (Maidam) Jalan Sultan Muhamad, Padang Hiliran
Kuala Terengganu

- ☀ Greeted customers as they arrived and showed them to their table
- ☀ Gave out menus and took orders for food and drink
- ☀ Served food and drink
- ☀ Dealt with bill payments
- ☀ Made sure tables are clean and tidy

June – September 2016

Trainer as guest service associate at Duyong Marina Resort Sdn Bhd

- ☀ To answer the telephone calls and to keep a track of the in house activities like giving information regarding the availability of the rooms and making reservations based on it.
- ☀ To give outstanding services to the guests that have checked in and greet them in a friendly manner and interact with them in a positive way

September 2016 – January 2017

Guest service associate at Duyong Marina Resort Sdn Bhd

- ☀ Make reservations and responsible for payment collected by guest
- ☀ Checklist today expected arrival guest
- ☀ To ensure that the rooms have been allocated properly, hand over the keys to them and ensure that all the registration and check in procedures have been followed as per the given standards
- ☀ To enter all the relevant guest related information, so that it can be retrieved in case there is a requirement, and to maintain and update the accounts and post them accurately

SOCIETIES / ACTIVITIES

2013 - 2015

- ☀ Vice President Of Permata Club
 - ✿ Organised A “Jalanan Kasih Persatuan Mahasiswa Anak Terengganu Unisza & Umt 2015
 - ✿ Took part in “Kejohanan Sukan Siswa Siswi Terengganu (KESUSTER) 2015
 - ✿ Organised a “Solat Hajat Perdana Selamatkan Rohingya, Pelancaran Tabung Rohingya” on Pusat Islam UMT with collaboration Majlis Belia Terengganu
- ☀ Participated in “Bengkel Pengurusan Acara” 2015
- ☀ Attended the “Klinik Paramotor Kebangsaan” 2015
- ☀ Took part in “Cabaran Explore Hunt K3p Terengganu” 2015
- ☀ Participated in Terengganu International Eco & Marine Tourism Conference (TEMCO) 2014
- ☀ Attended Kursus We Are The Host 2013
- ☀ Attended Survival Laut at Pulau Bidong 2013
- ☀ Participated in “Kursus Penyelenggaraan Komputer Siri 02/2011”
- ☀ Participated in “Kursus Pengenalan Kepada Open Source (UBUNTU) Siri 01/2011”
- ☀ Participated in “Kursus Openoffice Writer Siri 03/2011”
- ☀ Participated in “Kursus Openoffice Calc Siri 02/2011”

- ☀ Participated in “Kursus Openoffice Impress Siri 02/2011”
- ☀ Participated in “Kursus Internet Dan Email Siri 06/2011”
- ☀ Participated in “Kursus Pembinaan Blog Siri 02/2011”

SKILLS

Have a good command of the English and Malay language

Possess excellent interpersonal skills

Have excellent it skills such as Excel, PowerPoint, Prezi and Powtoon.

PERSONAL QUALITIES

Friendly, hardworking and responsible with a positive attitude and pleasant personality

REFERENCES

Dr Kalsitinoor Binti Set

Industrial Training Adviser

Universiti Malaysia Terengganu

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Ahmad Zaki Bin Jusoh

Front Office Executive

Duyong Marina Resort Sdn Bhd

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