

ZYNOREEN BINTI HUSAIN

NO 33 KAMPUNG TABUAN LALANG,
JALAN SELADAH,
93350 KUCHING. SARAWAK





Dear Recruitment Team,

APPLICATION FOR ENTRY LEVEL ADMINISTRATIVE JOB POSITION

I am highly motivated, result-oriented team player and enthusiastic **hotelier** with diverse set of skills across hospitality and tourism industry and educational field. I have extensive exposure in hospitality and administrative area which covers customer relation service, guest service representative, marketing, and carrying out duties and responsibilities as needed.

In addition, I have one year teaching experience and 5 months of industrial experience include first-hand experience during internship training which covers **Food and Beverage Department**, **Front Office Department** and **Housekeeping Department**. Hence, I am humbly expressing my deep interest to apply for a position in your esteemed company.

The following are my strength tailored to suits your company needs:

INDUSTRIAL EXPOSURE	<div>DNC ASIATIC HOLDINGS Sdn Bhd Human Resource Assistant</div> <div>FOUR POINTS BY SHERATON KUCHING Guest Service Centre Agent</div> <div>SMK DEMAK BARU Substitute Teacher</div> <div>SEGi COLLEGE SARAWAK Part Time Lecturer</div>
EDUCATION	UNIVERSITI TEKNOLOGI MARA, Shah Alam, Malaysia Master in Hospitality Management CGPA: 3.61
	UNIVERSITI TEKNOLOGI MARA, Pulau Pinang, Malaysia BSc. (Hons) in Hotel Management CGPA: 3.55
SOFT SKILLS & COMPETENCIES	<ul style="list-style-type: none">• OPERA Front Office System• IBM SPSS• Customer relation and marketing• Command and written in Mandarin
FINAL YEAR PROJECT	Customer Understanding Towards Syariah-Complaint Spa Concept <ul style="list-style-type: none">• Achievements: Explore customer's understanding towards Syariah-Compliant Spa concepts in Malaysia• Collaborated with Prof. Dr. Salamiah A. Jamal from Universiti Teknologi Mara Shah Alam
LEADERSHIP ROLES	Head of Treasurer for One Student One Shoes 2015 Charity Event <ul style="list-style-type: none">• Managed all financial activities and prepare report• Achievement: Successfully organized charity program managed to get full coverage from national newspaper, Utusan Malaysia Head of Treasurer for Leadership in Hospitality Event <ul style="list-style-type: none">• Managed all financial activities and prepare report• Achievement: The event managed to get full coverage from national newspaper, Utusan Malaysia

Attached herewith is my resume and recommendation letters for your reference. It would be an honor if the company could grant an appointment date for an interview and should any consideration be made, notification via phone or email are much appreciated.

Thank you.

Sincerely,
ZYNOREEN BINTI HUSAIN

★ ★ TOP ACHIEVEMENT ★ ★

New findings of spa tourism in Malaysia
And

Present at international and local conferences on the
new discovery.



Zynoreen Binti Husain



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Seladah, 93350 Kuching, Sarawak
Phone : +6014-8922417
Email : zyn_fazy91@yahoo.com
LinkedIn : Zynoreen Husain
Single; Excellent health; passport and driving license

EDUCATIONAL BACKGROUND

2014 – 2015	Universiti Teknologi Mara, Shah Alam, Malaysia
	Master in Hospitality Management CGPA: 3.61
2010 - 2013	Universiti Teknologi Mara, Pulau Pinang, Malaysia
	BSc. (Hons) of Hotel Management CGPA: 3.55 Recipient of First Class Degree ; Recipient of Dean's List Awards for Sem. 2, 4 & 5
2009 – 2010	Universiti Teknologi Mara, Shah Alam, Malaysia
	Foundation in TESL CGPA: 3.00
2007 - 2008	Sekolah Menengah Kebangsaan Lundu, Lundu, Sarawak
	SPM Result: 4A 4B 1E
2004 - 2006	Sekolah Menengah Kebangsaan Lundu, Lundu, Sarawak
	PMR Result: 5A 3B 1D

SOFTWARE SKILLS

- OPERA Front Office System
- IBM SPSS

HIGHEST ACHIEVEMENTS

Presenter for Tropical Tourism Outlook Conference Lombok 2015. Balancing Development and Sustainability in Tourism Destination.

What Customers Understand About Syariah-Compliant Spa Concept?

- **Achievements:** Identify and explore new findings of Syariah-Compliant Spa concepts in Malaysia.
- Collaborated with Prof. Dr. Salamiah A. Jamal from Universiti Teknologi Mara Shah Alam

Presenter for Hospitality & tourism Conference. Hospitality and Tourism 2015: Proceedings of HTC 2015

Husain, Z., & Jamal, S. A. (2015). Syariah Spa Tourism In Malaysia: Some Preliminary Facets. *Hospitality and Tourism 2015: Proceedings of HTC 2015 (Malacca, Malaysia, 2-3 November 2015)*, 161.

- **Achievement:** Identify and explore new findings of Syariah-Compliant Spa concepts in Malaysia.
- Collaborated with Prof. Dr. Salamiah A. Jamal from Universiti Teknologi Mara Shah Alam

INDUSTRIAL EXPOSURE



Feb 2016 – Present 2017
SEGi College Sarawak
Part-Time Lecturer

- Provide tutoring session to students and daily teaching report
- Assist with additional duties as needed



2011
Four Points by Sheraton Kuching
Internship Trainee

- Involved in 3 departments: Food and Beverage, Housekeeping and Front Office
- Participated in training and workshop

Customer Understanding Towards Syariah-Complaint Spa Concept

- **Achievements:** Explore customer's understanding towards Syariah-Compliant Spa concepts in Malaysia
- Collaborated with Prof. Dr. Salamiah A. Jamal from Universiti Teknologi Mara Shah Alam

TOP CORPORATE SOCIAL RESPONSIBILITY AND LEADERSHIP**One Student One Shoes 2015**

- Entrusted and selected Head of Treasurer to manage the finance of the charity event
- Humanitarian work during nation's catastrophic flood in 2014 (Kelantan, Terengganu, Pahang and Perak)
- **Achievement:** Manage to collect 1098 pairs of shoes for student from 9 affected schools

**Leadership Event**

- Entrusted and selected Head of Treasurer to manage the finance
- **Achievement:** Exposing students with current headlines in hospitality industry

ACADEMIC PROJECTS

Course(s)	Description	Related tools/software
Fundamentals of Entrepreneurship	<ul style="list-style-type: none"> • Expose to the critical role of opportunity recognition and evaluation. • Prepare the students with the essence of entrepreneurship and business planning skills that is essential for the success of new ventures. 	-
Food and Beverage Service	<ul style="list-style-type: none"> • Provide students with practical skills and knowledge for effective management of food service operations. • Present basic service principles while emphasizing the importance of meeting the needs and exceeding the expectations of guests. 	Tools: Dining tools and equipment
Hotel Design, Layout and Landscaping	<ul style="list-style-type: none"> • Emphasize students' awareness, critical thinking and observation towards individual hotel design and layout • Conducted via a combination of lectures, tutorials, assignments, site visit and/or seminar. 	Software: SketchUp Software
Graduate Research	<ul style="list-style-type: none"> • Involve in writing a graduate thesis designed to investigate a pertinent issue in hospitality and tourism industry. • Enable students to undertake an ordered and critical investigation of hospitality management and development issue which will demonstrate their ability to work independently at master's level, both in preparing and presenting their theses. 	Software: IBM SPSS Statistic

EXTRA CURRICULAR ACTIVITIES

1. Leadership

Head of Treasurer for One student One Shoes 2015 Event

- Managed all financial activities and prepare report
- Achievement:** Successfully organized charity programme and managed to get full coverage from national newspaper, Utusan Malaysia

Head of Treasurer for Leadership in Hospitality Event

- Managed all financial activities and prepare report
- Achievement:** The event managed to get full coverage from national newspaper, Utusan Malaysia

2. Corporate Social Responsibility

Volunteer for 55th ICCA Congress Kuching 2016

- Global community and knowledge hub for the international association meetings industry.
- Achievement:** Managed to get participation and industry exposure to selected SEGi College students

Volunteer for Gotong Royong Perdana MyCenthe in Kampung Tringus, Bau, Kuching

- Participated under SEGi College Sarawak CSR programme

Volunteer in One Student One Shoes 2015 organized by Post-Graduate students UiTM Shah Akam

- Humanitarian work during nation's flood in 2014
- Achievement:** Managed to collect 1098 pairs of shoes for student from 9 affected schools

3. Entrepreneurship

Committee of One Student One Shoes Cookies Sale

- A non-profit programme aimed at assistance to students that were most harshly hit by the December flood 2014
- Prepare basic accounting report includes daily sales, expenses and profit
- Entrusted as treasurer to manage financial activities
- Achievement:** Managed to enhance entrepreneurship skills among the students

4. Others

Participant for Tropical Tourism Outlook Conference: Nature, Culture and Networking for Sustainable Tourism, Sri Lanka 2014

- An **international conference** focuses on the role of networking in creating effective local responses to the challenges of conserving natural and cultural resources in a tourism context

Participant for National University Carnival on eLearning 2014 (NUCeL 2014)

- An educational a platform to promote, explore, share expertise, and best practices on the application of e-learning within public institutions, private institutions and private companies from all over the country.

Presenter for Tropical Tourism Outlook Conference: Balancing Development and Sustainability in Tourism Destinations, Lombok 2015

- An **international conference** aims to identify practical solutions, chart new directions, and create opportunities for sustainable tourism development in these special environments.

Presenter for Hospitality and Tourism 2015: Proceedings of HTC 2015

- A **local conference** aims to examine "up-and-coming" paradigms and innovative practices within the broader hospitality and tourism realm.
- Achievement:** The proceedings published by Taylor & Francis and indexed by Scopus

OTHER WORKING EXPERIENCE

<p>SEGi College Sarawak (Part Time - Lecturer; February 2016 - present)</p> <ul style="list-style-type: none"> • Provide tutoring session to students and daily teaching report • Assist with additional duties as needed 	<p>Four Points by Sheraton Kuching (Guest Service Center Agent; November 2013 - January 2014)</p> <ul style="list-style-type: none"> • Answer internal and external call on a digital telephone system • Provide information to the callers • Assists callers in identifying needs and then routing calls appropriately
<p>SMK Demak Baru (Substitute Teacher; January 2016 – February 2016)</p> <ul style="list-style-type: none"> • Daily teaching report • Filing students' academic report • Preparing examination paper 	<p>DNC Asiatic Holdings Sdn Bhd (Human Resource Assistant; August 2013 - November 2013)</p> <ul style="list-style-type: none"> • Filing and prepare payroll report • Prepare staff discipline and recruitment report • Executive tasks

OTHER WORKING EXPERIENCE

<p>NOR IDHAM BIN CHE GHANI</p> <p>Program Director, Graduate Employability GLE Energy Sdn. Bhd Tel: 016-592 9462 Email: idhamghani@glegroup.com.my</p>	<p>PROF. DR. SALAMIAH A. JAMAL</p> <p>Head of Hotel Management Studies Centre Faculty of Hotel & Tourism Management Universiti Teknologi MARA Tel: 019-337 2043 Email: salam383@salam.uitm.edu.my</p>	<p>GRACE BURIE LENGGENG</p> <p>Programme Leader School of Hospitality and Tourism SEGi College Sarawak Tel: 016-575 5532 Email: graceburie@segi.edu.my</p>
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