

To : To Whom It May Concern

**From : Ima Nur Athirah Binti Idris
No 1 Lorong PBB 19
Perumahan Bukit Rangin
25150 Kuantan, Pahang**

Dear Sir/Madam,

Application for Challenging Career Placement in Business Information System

Are you looking for an enthusiastic team player? You are looking at this resume!

Please regard this letters as my formal application.

Referring to the above matter, I would like to apply for a position in this industry as an analyst in your esteemed company or any position suites my qualification. I am impressed by your organization's innovation in technology and with the opportunity in the field, I am very enthusiastic to be part of your reputable organization and deliver.

2. I am **dynamic and versatile fresh graduates** with **Bachelor of Technology (Honors) in Business Information System** from Universiti Teknologi PETRONAS (UTP), Malaysia. The courses that I am pursuing not only provided me with solid fundamental in Information System and Management, but also equipped myself with exposure on technologies, problem-solving and analytical skills.

3. I have great interest to dedicate my career in this industry and always have great passion and enthusiasm for my work. I would always ensure the responsibility entrusted on me will be accomplished successfully. I enjoy co-operating with people from diverse nationalities and backgrounds. Moreover, I am adaptive to new environment and always willing to learn.

4. My technical competence and expertise in which your organization can leverage would be:

- **Software skills:** I have experience using software for software development such as adobe Dreamweaver, Microsoft Visio, XAMPP, Notepad ++, PHP admin. Oracle Database 11g express edition for database development. Intermediate user of Microsoft PowerPoint and Microsoft Excel. Beginner to Microsoft outlook and Microsoft access.
- **Administration skills:** Working with documentation units thought me how to do administrative jobs properly. Besides, I am also involve in booking hotel, assisting in interview, sort the resume, filing, update employees profile, medical leaves, attendance, claims, SOCSO form, calculate salary and receptionist.
- **Finance Skills:** I have exposed to the finance skills in various aspects such as business accounting, management accounting, principle of finance, personal finance, corporate finance, international finance management and also investment and portfolio management.
- **Communication skills:** Handling customer complaints and requirement while finishing the migrating project. Building rapport, persuade and convincing customer to do sales and also cooperate between team members to achieve the targets and solving the issue.
- **Leadership Qualities:** I have develop my interpersonal skills and dynamic working style by leading a group of 5 IT engineers from different age-range and qualification in the outsource project during Internship. Besides, I have to be problem solver, think critically and have to work in fast pace environment.
- **Project Management skills:** I have experience involve in a project for IT project management subject. In this course, I am exposed to Microsoft Project in assisting the project resources, Gantt chart, budget allocation.

5. The enclosed Curriculum Vitae (CV) provides you further details on my extra Co-curricular activities and additional background information. I look forward to speaking with you about this employment opportunity. Thank you for your time and consideration.

Yours Sincerely,

Ima Nur Athirah Bt Idris

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IMA NUR ATHIRAH BT IDRIS

Bachelor of Technology (Hons) in Business Information System (BIS)

NRIC : 910923-09-5164 Marital Status : Single
Age : 26 Health : Excellent
Language : English & Bahasa Nationality : Malaysia
(Both written and spoken) Sponsor : **MARA (NON BONDED)**



Permanent Address : Contacts
No 1, Lorong Permatang Badak Baru 19, Mobile : **013 937 4104**
Perumahan Bukit Rengin, Email : ima.idris15@gmail.com
25150 Kuantan, Pahang, Malaysia *willing to travel locally
*availability : 01/04/2017

EDUCATIONAL BACKGROUND

2012 - 2015 University Technology PETRONAS (UTP), Malaysia
Programme: Business Information System
Major : Knowledge Management Minor : Financial Management

2009 - 2012 Kolej Islam Pahang Sultan Ahmad Shah
Programme : Islamic Finance Management

Technical/ Software Skills

- **MySQL**
- **PHP**
- **Microsoft Visio**
- **Microsoft Project**

INTERNSHIP EXPERIENCE

Company : Asturi Metal Builder (M) Sdn Bhd.
Department : Finance Department
Duration : 4 months (3rd June - 5 September 2014)

Main Experience

Preparing SOCSO form for the employees.

: - Filling up the form 8A according the employee's update data

Updating the attendance List

: - Take the data from punch card and calculate the working day.

Calculate Trainee's Allowance and Foreign Worker's salary

: - Calculating their working day and prepare the salary and allowance.

Filing Financial Documents and Record Data in UBS

: - Record the data in UBS for account reconciliation

: - Filing the supply order, purchase order, invoice and certain others document in the file provided.

Event Management

: - Planning and organize events handle by Asturi

: - Preparing the prizes and foods for the events.

ACHIEVEMENT

Learnt a lot regarding administration and the work culture of local manufacture company.

Preparing for event, make a tour around the workshop to look closer on the oil and gas instruments such as pressure vessel, skids.

Responsible for intern's attendance and allowance. Also salary for foreign workers.

Company : Bank Simpanan Nasional (Main Branch Pahang)
Department : Various Department
Duration : 4 months (5th December 2011 - 23 March 2012)

Main Experience

Human Resources and Administration

- Updating employee's file and keep in the vault.
- Make hotel reservation for employee's training or outstation
- Checking promotions good stocks
- Handling operator
- Checking attendance
- Helping in arranging interview session

Account

- Making warning letter for the teller's mistake in transaction
- Sending the checks and form to the Payment Department

Payment and follow up

- Updating the corporate clients account
- Updating the customer's bank book and bank statement

Branchless Banking

- Checking serial number of the Branchless banking device
- Preparing documents for the agents

Sales and marketing

- Checking SARA 1 Malaysia Applicant form according to the checklist.

WORKING EXPERIENCE

Company : Ablenet System Sdn Bhd
Position : IT Engineer
Duration : 3 months (3rd March - 22 May 2014)

Main Experience

Windows Migration

- Migrate Window XP to Window 7 according to the SOP given by the user.
- Backup and transferring data

Documentation

- Preparing delivery checklist for Migrated PCs
- List the PCs and user who have access of ODBC and local admin
- Complete the user signature for billing processes
- Preparing list of disposal to give to property department to dispose the PCs.
- Updating master list of PC migration to send report to the manager for daily progress
- Preparing reports to Fuji Xerox for printing setting.

TECHNICAL'S ACHIEVEMENT :

Formatting laptop and desktop
Backup and transferring data
Troubleshoot software problem
Setting up printer, local admin
Sending updates report to office and for printer configuration using outlook, Microsoft excel and Access.

INTERPERSONAL ACHIEVEMENT :

Leading a group of 6 IT engineer to work according to the schedule smoothly, handle problem arise; communicate with users, train new employees regarding the flow and how to do the jobs.

Solving User problem

- Solve user problem regarding Workdays and local admin
- If can't solve, manage someone to look at the problem.

Setup PCs & Assemble RAM and hard disk

- Setup PCs after migrating and also setting up new sets of PCs.
- Assemble the RAM and hard disk to be kept as the laptop and old PCs will be disposed.

Company : HSBC Bank Malaysia Berhad

Position : Contact Centre Sales And Services Representative 1

Duration : Jan 2016 - Current

Main Experience

Telemarketing

- Convincing potential customer to buy a product
- Deliver a right product knowledge and promotion
- Help and follow up with customer application and status
- Assisting customer to solve their problem or fulfilled their needs.
- Building rapport with the customer to sustain agent – customer relationship
- Help customer to proceed application via online

INTERPERSONAL ACHIEVEMENT:

- Communication skills
- Information gathering and management
- Persuasive
- Negotiation skills
- Stress tolerance
- Self-motivation
- Resilient
- Adaptability

Documentation

- Collecting customer income documents and make sure its completed
- Responsible to safeguard the customer information from other people
- Responded to the snag and follow up with application status
- Clean up chaser and the aging report

HPC Carbon Footprint System

A system which had been design to help High Performance Computing which is UTP Data Centre to automated the extraction of electricity from real data gather by vendor system. The extraction of electricity (kWh) then will be converting to the Carbon Dioxide Release (CO2 KG). An auto generated report consist of graph will come out to show the electricity consume and how much the carbon had been release. Instead of just auto extraction from real data, this system can assist HPC in making decision on how to reduce Carbon emission in HPC.

REFERENCE

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