



Nurasyiqin Binti Abdul Razak

(Address) No. 3 Lot 7459, Taman Puchong Indah, Batu14, 47100, Puchong, Selangor

Mobile : 014-6096125

Email : nurasyiqin_abdrazak@yahoo.com

Gender : Female

Nationality : Malaysia

I/C No : 901120-14-5684

Date of Birth : 20 November 1990

Age : 26 Years

Marital Status: Married

Working experience

Trainee (ICT Service Desk), SL1M IBE, June 2016 – January 2017 Tenaga Nasional Berhad (TNB), 2 Sentral, Kuala Lumpur.

- Recommended corrective services to solved customer complaint.
- Supervised and coordinated activities of customer services representative engaged in handled services orders and telephone complaints by customers.
- Key in the information into computer to compile daily work and to kept record of customer service requested and complaint.
- Handled event (ICT Department) by assist Project Manager to prepared document and to reminding each of team member.

Temporary Staff, Sales/Retail and Controlled Channel, April – May 2016, DiGi Telecommunication Sdn Bhd Shah Alam, Selangor.

- Plan and monitor all roving activities.
- Provide supporting document/justification and instructions for campaign layout.

Practical trained (Support Team), March – May 2015, Techsense Solutions Sdn Bhd, Cyberjaya, Wilayah Persekutuan.

- Design screen for Module Counselling (Dummies) for Industrial training report project.
- Prepared birthday card for customer for building a relationship with client.

Education

Bachelor of Information Technology (Information System) (Hons), 2012 – 2015, Universiti Tenaga Nasional (UNITEN), Kampus Putrajaya, Selangor.

CGPA: 3.10

Among subject taken:

- Web Programming.
- Information System Auditing.
- Decision Support System.
- Technology Entrepreneurship

Diploma in Information Technology, 2008-2011, College Poly-Tech MARA, Kuantan, Pahang.

CGPA: 3.45

Among subject taken:

- C Programming.
- Visual Basic Programming.
- Database Concept.

Training

Image Enhancement Workshop for Young Professional, Skim Latihan 1Malaysia Tenaga Nasional Berhad – Industri Bekalan Elektrik (SL1M – IBE), May – June 2016, TNB Integrated Learning Solution (ILSAS), Bangi, Selangor.

- Short course for figure out the outline the importance of choosing the right look for the right job, highlight the idea of personal branding and the importance of defining a personal and professional brand, review business dress, business casual dress and casual dress.

Career Seminar – Employee's Association and Institution Higher Education, April 2011, Kuantan, Pahang.

- Short program that exposes a guideline for choosing an appropriate career with potential and helped graduates to be well prepared for career plan and improved weaknesses.

Activities and Involvement

- Treasurer, Sahabat Unicommserve, Jan 2014.
- Volunteer, Community Service Program for Islamic Subject, June 2013.

Achievement

- Dean's List Award, KPTM, 2010-2011.

Skills

IT Proficiency

Microsoft Office Application (intermediate), Visual Basic(beginner), PHP(intermediate) SAP (beginner)

Speaking Proficiency

Bahasa Malaysia (excellent), English (intermediate)

Writing Proficiency

Bahasa Malaysia (excellent), English (intermediate)

Additional Information

Willing to relocate : Yes

Driving Licence : D

Possess own transport : Yes

Expected salary : RM2, 000 - RM2, 300.

Reference

Dr Azmi Bin Yusuf
Supervisor Final Year Project
(Mobile) 013 - 2064645

Ruziyatimah Mustapah
Eksekutif
BCRM Bantuan-ICT Service Desk
Tenaga Nasional Berhad
03-2180 2323