



**NORAKMAL BINTI JAMALUDDIN**

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Cassia, Seberang Prai Selatan, Penang.  
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(E-mail) norakmaljamaluddin@gmail.com

**Education**

**Degree in Office System Management, 2014-2016, Universiti Teknologi MARA (UiTM), Puncak Alam, Selangor.**

CGPA: 2.89

Among subjects taken:

- Personnel administration and management
- Administrative operation systems
- Human resource development

**Diploma in Office Management and Technology, 2011-2013, Universiti Teknologi MARA (UiTM), Merbok, Kedah.**

CGPA: 3.14

Among subjects taken:

- Document Processing
- Office Software Application
- Administrative office management

**Training**

**Skim Latihan 1Malaysia – Industri Bekalan Elektrik (SL1M – IBE) Tenaga Nasional Berhad (TNB), Nov 2017, TNB Integrated Learning Solution (ILSAS), Bandar Baru Bangi, Selangor.**

- 6-months training program with comprehensive classroom training and on-the-job training that aimed to further improve the employability of the graduates.

**SPSS Workshop for Students, Dec 2015, Universiti Teknologi MARA (UiTM), Puncak Alam, Selangor.**

- Short course conducted by Dr. Hajah Maimunah Mohd. Shah to develop and improved skills among students for doing their final year project.

**Grooming Workshop for Students, Feb 2013, Universiti Teknologi MARA (UiTM), Merbok, Kedah.**

- Short course conducted by Office Management and Technology Faculty to develop and enhanced image among students for proper attire when attend interview.

## **Working Experiences**

**Administrative Assistant and Recovery Officer (Contract), Aug – Nov 2016, CTIC Corporation Sdn. Bhd., Setapak, Kuala Lumpur.**

- Prepared out legal letter for clients' name had been black listed.
- Answered phones, email, faxing and assigned new cases to group member in (DIGI BOC Team).
- Called debtor to make payment immediately in (TM Team).

**Practical Trainee (MTSB, Program Management and Managing Director Office), Aug – Nov 2015, Wisma Microcorp Sdn. Bhd., Seri Kembangan, Selangor.**

- Performed routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing, maintaining paper and electronic files, or providing information to callers.
- Updated email and staff's curriculum vitae.
- Created data flow diagram for REMS (KWSP) project.

## **Activities and Involvement**

- Protocol Bureau, Facility Management Asia Conference, Nov 2015
- Food and Beverage Bureau, Public Speaking Competition, Feb 2013
- Secretary, Archery Club, Jan 2013

## **Skills**

IT Proficiency	Microsoft Office Application (intermediate)
Speaking Proficiency	Bahasa Malaysia (excellent), English (intermediate)
Writing Proficiency	Bahasa Malaysia (excellent), English (intermediate)

## **Additional Information**

Driving License Possess	D
Expected Salary	RM1, 800 – RM2, 300

## **References**

Mr. Zulkefli Bin Abdul Rahman

Lecturer

Department of Business Management, UiTM Puncak Alam

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