

## RESUME



NOORAMALINA BINTI MOHD SAMSUDIN

Objective: To obtain a challenging and responsible position where I can contribute personal skills and effort for the benefit of the company while gaining valuable experience.

### PERSONAL INFORMATION

Name : Nooramalina Binti Mohd Samsudin  
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NRIC : 890528075172

### ACADEMIC QUALIFICATIONS

- |                          |                                                                                                                                       |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| ( Dec 2010 – Nov 2013 )  | B.A.(Honors) in Human Resource Development,<br>University Malaysia Sarawak,<br>94300 Kota Samarahan,<br>Sarawak.<br><b>CGPA: 3.21</b> |
| ( July 2007 – Nov 2009 ) | Diploma in Management with Multimedia<br>Multimedia College,<br>Jalan Gurney Kiri,<br>54100 Kuala Lumpur<br><b>CGPA: 3.19</b>         |
| ( 2005 - 2006 )          | Sekolah Menengah Teknik Seberang Perai Pulau Pinang<br>5 Credits , 4 Passes (SPM)                                                     |

### SKILLS

- Computer Skills: Capable and good in using Microsoft Office tools.
- Languages: Bahasa Melayu and English

### EXPECTED SALARY

Expected Salary : RM 3000 (Basic)

## WORKING EXPERIENCE

1. Organization Name : **MMC Pembentungan Langat Sdn Bhd**  
Date Joined : 04th April 2016 - Present  
Reporting to : Head of Department (Sewerage Conveyance System)  
Designation : Project Admin  
Working Experience : 11 months  
Salary : RM 2800 (Basic), RM 800 (Site Allowance)
  - Provide efficient day to day secretarial and administrative support to the Head of Department
  - Coordinates and facilitates the Head of Department's calendar to arrange appointments, meeting and conferences.
  - Prepare agenda and collect materials for meeting, take minutes and keep records of proceedings.
  - Maintain a systematic filing system of hard and soft copies and safe keeping of important documents.
  - Prepare and manage correspondence reports and documents.
  - Coordinates travel arrangements
  - Undertake admin task, special assignments ad hoc functions and related duties as and when required.
  - Coordinates travel arrangements.
  - Monitoring daily and monthly pipe jacking production and machineries.
  
2. Organization Name : **AmBank (M) Sdn Bhd**  
Date Joined : 23rd March 2015 – 18th March 2016  
Reporting to : Team Leader  
Designation : Customer Service Executive (Contact Centre)  
Working Experience : 1 year  
Salary : RM 2400 (Basic)
  - Perform the required call verification process prior updating customer's information or providing account information.
  - Identify and handle customer's inquiries completely and accurately with confidence.
  - Attend to customer's instruction for financial and non-financial transactions.
  - Complete necessary documentation to manage the customer's complaints; issues and subsequent solutions.
  - Schedule or act on any required follow-up in accordance with AmBank Contact Centre guidelines.
  - Maintain confidentiality of organization's customers and data.
  - Educate customers on new products and services.
  - Other ad -hoc duties/project assigned.
  - Cross sales for new bank products or promotion.

## WORKING EXPERIENCE

3. Organization Name : **CIMB Bank Berhad (Parit Buntar)**  
Date Joined : 12th Mei 2014- 18th Nov 2014  
Reporting to : Branch Manager  
Designation : Customer Service Officer (Branch)  
Working Experience : 6 months  
Salary : RM 2000 (Basic)

4. Organization Name : **CIMB Bank Berhad (Wisma Ria)**  
Date Joined : 18th Nov 2013 – 28th April 2014  
Reporting to : Branch Manager  
Designation : Customer Service Officer (Branch)  
Working Experience : 6 months  
Salary : RM 2000 (Basic)

• **Operational Function:**

- ❖ To perform validation of transaction on account opening, cash and non-cash transaction according to advice slips or other negotiable document.
- ❖ Take responsibility on accuracy and monitoring of the branch's balancing on daily operations.

• **Customer Relationship:**

- ❖ Proactively identify, manage and propose effective solutions to issues related to service delivery.
- ❖ Perform cross selling activities on bank's product and services.

• **Process and Compliance:**

- ❖ Take accountability over the branch compliance to the standard operating procedures and ensure regulatory requirements are met towards achieving operational excellence.
- ❖ Discharged duties instructed by CSM/BM to serve business interest of the bank

• **Operational Authority:**

- ❖ Validation of over the counter transaction on account opening cash and non-cash transaction according to advice slips or other negotiable document.
- ❖ Supervise staff in ensuring service and compliance standards are met.

5. Organization Name : **Multimedia College**  
Date Joined : 24th July 2013 – 30th October 2013  
Reporting to : Head of Department (Exam Unit)  
Designation : Trainee  
Working Experience : 4 months  
Salary : Nil

- Handles correspondence written and handed by supervisor to post, fax email and record accordingly.
- Duplication and distribution of memos and other office documents.
- Handling student's enquiries regarding registration and examination.
- Involve in student affairs and graduation event.

## WORKING EXPERIENCE

6. Organization Name : **Vads Penang**  
Date Joined : 1st January 2010 – 31st July 2010  
Reporting to : Team Leader  
Designation : Customer Service Representative  
Working Experience : 7 months  
Salary : RM 1400 (Basic)

- Handling of incoming call and enquiries from customers regarding their bill and product info with demonstration of excellent customer service skills to meet and exceed customer's need.
- Receiving customer complaint and problem and ensure it's close to satisfaction.

7. Organization Name : **Grand Seasons Hotel**  
Date Joined : 20th July 2009 – 06th November 2009  
Reporting to : Sales Manager  
Designation : Trainee  
Working Experience : 3 months  
Salary : Nil

- Handles correspondence written and handed by supervisor to post, fax email and record accordingly.
- Assist the Sales & Marketing department in handling quotation and booking enquiries.
- Duplication and distribution of memos and other office documents.

## REFEREES

### **Abraham Joseph**

Head of Department  
Sewerage Conveyance System  
MMC Pembentungan Langat Sdn Bhd  
Lot 360 Pejabat Tapak  
Jalan Cheras Batu 13,  
Kg. Simpang Balak  
43000 Kajang, Selangor  
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### **Wan Mohd Fadli Wan Ahmad**

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