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| <b>PERSONAL PARTICULARS</b> | Date of Birth (Age): 29 August 1993 (24)<br>Gender: Female<br>Nationality: Malaysian<br>Race: Kedayan<br>Marital Status: Single  |
| <b>OBJECTIVE</b>            | To secure a position in administrative management and apply my industrial relations knowledge extensively in meeting the company's aims  |
| <b>EXPERIENCE</b>           | <p>26<sup>th</sup> – 30<sup>th</sup> September 2016<br/> Part-time Surveyor – Customer Satisfaction Survey 2016<br/> Sarawak Energy Berhad (SEB) – Lawas Office</p> <p>Responsibilities</p> <ul style="list-style-type: none"> <li>• Distribute survey forms and explain survey questions to customer if needed to</li> <li>• Making sure all questionnaires are filled completely and correctly by respondents</li> <li>• Working with partner to meet the respondents target of 400 people</li> </ul> <p>18<sup>th</sup> July – 19<sup>th</sup> September 2016<br/> Trainee (Internship)<br/> Syarikat SESCO Berhad</p> <p>Responsibilities</p> <ul style="list-style-type: none"> <li>• Dealing directly with customers, answering people's queries or dealing with complaints</li> <li>• Involved with website of firm and learn how to use customer relationship management databases</li> <li>• Assisted clerk in invoicing process</li> </ul> |

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|                   | <p>26<sup>th</sup> January – 2<sup>nd</sup> March 2011<br/>Sales Lady<br/>Chin Chin Fashion</p> <p>Responsibilities</p> <ul style="list-style-type: none"> <li>• Welcomes customers by greeting them and offering them assistance</li> <li>• Directs customers by escorting them to racks, counters and suggesting items</li> <li>• Advises customers by providing information on products</li> <li>• Helps customer make selections</li> </ul>   |
| <b>EDUCATION</b>  | <p>Bachelor in Social Sciences (Industrial Relations) - 2013<br/>Universiti Malaysia Sabah, Sabah, Malaysia<br/>CGPA 3.24 out of 4.00</p>   |
| <b>SKILLS</b>     | <p>Computer skills: MS Office (Word, Excel &amp; PowerPoint), networking, IBM SPSS Statistics and Adobe Acrobat Reader</p>  |
| <b>ACTIVITIES</b> | <p>Pegawai Kadet SISPA (PKS), Siswa Siswi Pertahanan Awam (SISPA), 2013 – 2016<br/>Member, Persatuan Tingkatan Enam (PERTINAM), 2011 – 2012<br/>Assistant Treasurer, Islamic Student Association, 2010<br/>Committee Member, Islamic Student Association, 2009 – 2010<br/>Anugerah Gangsa (Tahap Jauhari), Program NILAM, 2010</p> <p><b>OTHER ACTIVITIES:</b><br/>Kursus Bakal Pegawai &amp; First Responder Life Support Level 1 (FRLS) by Siswa Siswi Pertahanan Awam (SISPA), UMS<br/>10<sup>th</sup> – 19<sup>th</sup> February 2016</p> |
| <b>REFERENCES</b> | <p>1. Ms. Amanina Bakri<br/>Executive, Strategy Development Unit<br/>Customer Management &amp; Metering Services Division<br/>Retail Department<br/>Sarawak Energy Berhad<br/>T: +082-441188 (ext 1227)</p> <p>2. Puan Rukayah Mahmood<br/>Senior Clerk<br/>Retail Office<br/>Syarikat SESCO Berhad<br/>T: +085-285126</p>  |