

## PERSONAL INFORMATION

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IDENTITY CARD : 910223-02-5946  
DATE OF BIRTH : 23<sup>rd</sup> of FEBRUARY 1991  
AGE : 26 YEAR  
STATUS : SINGLE



## EDUCATION

2011 – 2016 UNIVERSITY OF MALAYA  
BACHELOR IN ISLAMIC STUDIES AND SCIENCE  
(SCIENCE AND ENVIRONMENTAL MANAGEMENT)  
CGPA : 3.14  
2009 – 2011 ACADEMY OF ISLAMIC STUDIES  
UNIVERSITY OF MALAYA  
FOUNDATION IN ACADEMY OF ISLAMIC STUDIES  
CGPA : 2.72  
2004 – 2008 SEKOLAH MENENGAH KEBANGSAAN AGAMA SIK, KEDAH  
SPM : 5A 3B 4C

## OBJECTIVE

Seeking an opportunity to pursuing a career in the field of management to achieve target and objective of department in the company

## EXPERIENCE

Carry out final year project at coffee processing factory to assess the awareness of application on ergonomic aspect due to identify hazard risk activities through aspect impact analysis

## COMPUTER SKILLS

Microsoft Offices : Word, Excel, Power Point  
Software : SPSS

## LANGUAGES

Spoken : Malay and English  
Written : Malay and English

## PERSONAL STRENGTH

I have been described as an independent person. Willingness to learn and accept any consequences from my action and also have a good communication in the group.

## ACHIEVEMENTS

Outbound Students Programme Brunei Darussalam	Exchange Students Programme Sejong University, South Korea	Discover Your Soft Skills@University Malaya (iCONS)
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## SOFT SKILL TRAINING

### Graduate Employability Management Scheme (GEMS 2.0)- SME Programme

6<sup>th</sup> November 2016 – 12<sup>th</sup> November 2016

at Aura Training Centre, Bachok, Kelantan

MODULE	KEY OBJECTIVES
Building and Achieving Self-Efficacy (B.A.S.E)	Develop positive mindset towards personal excellence: - <ul style="list-style-type: none"><li>• Increase confidence to be employable and to secure for a job</li><li>• Execution of core values P.E.S.A.T.I.I (Professionalism. Excellence. Self-discipline. Active learning. Teamwork. Integrity. Innovative)</li></ul>
Business Management and Entrepreneurship (B.M.E)	Enhance understanding of business concept, principles and plan to manage business activities: - <ul style="list-style-type: none"><li>• Perform a SWOT analysis (Strength, Weakness, Opportunity, Threat) in organization</li></ul>
Effective Communication Skill (E.C.S)	Develop effective and dynamic communication interpersonal skills: - <ul style="list-style-type: none"><li>• Create the first professional impression (e.g appearance, behavior/personality and differentiation)</li><li>• To be an assertive person (assertiveness means asking for what you want while showing respect for the others person's right and feelings)</li></ul>
Project and Event Management (P.M.E)	Ability to manage projects and events effectively: - <ul style="list-style-type: none"><li>• Generic project life cycle diagram (Initial, Intermediate and Final Phase)</li><li>• Apply project management process:<ul style="list-style-type: none"><li>i. Scoping      iv. Monitoring/Control</li><li>ii. Planning    v. Reporting</li><li>iii. Execution</li></ul></li></ul>
Problem Solving and Critical Thinking (P.S.C.T)	Learn to solve problems creatively and apply critical thinking skills by using six basic steps: - <ul style="list-style-type: none"><li>1) Problem definition      4) Selecting best solution</li><li>2) Restructure problem      5) Implement the solution</li><li>3) Identify possible causes   6) Evaluate the solutions</li></ul>
Customer Services Management (C.S.M)	Develop skills to handle customer: - <ul style="list-style-type: none"><li>• Understanding customers behavioral style</li><li>• Strategies in handling customers through the phone and face-to-face</li></ul>

## REFERENCES

Dr. Fathiah binti Mohamed Zuki  
Senior Lecturer  
Department of Chemical Engineering  
Faculty of Engineering  
University of Malaya  
[fathiahmz@um.edu.my](mailto:fathiahmz@um.edu.my)  
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