



Nurul Syafiqah Binti Roshisham

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Summary

Enthusiastic, hard-working, committed and collaborative fresh-graduate. Eager to constantly develop skills and gain new knowledge in various aspects. With an intention to achieve company goals, I'm willing to improve myself based on the requirements needed. Consistently motivated to learn in any skills with or without experiences, I believe in learning process.

Computer Skills

- Adobe Photoshop - Basic
- Adobe Illustrator - Basic
- MS Office Excel - Basic
- MS Office Words - Intermediate
- MS Office Powerpoint - Intermediate
- HTML, CSS, Javascript, PHP

Personal Skills

- Collaboration - able to work in a team, contributing ideas and cooperating with others.
- Communication - an effective written and verbal communicator, with the ability to convey information clearly and concisely.
- Adaptable - quick to embrace challenge and changes in priority, providing significant result and high levels of accuracy.
- Attention to detail - meticulous and detail oriented professional with an eye accuracy.
- Time management - able to prioritize tasks effectively, ensuring efficient allocation of time and resources to maximize productivity.

Work Experience

2023-2024 Retail Sales Assistant cum Customer Service | Beauthirst Empire Sdn. Bhd.

- Provide excellent customer service by greeting customers, answering questions, and responding to customer inquiries online and offline.
- Assist customers with product selection, providing product information and pricing with good manners and proper gestures.
- Process sales transactions using the point- of- sale system and provide others required POS functions such as sales summary reports, list of inventory, etc.
- Maintain store appearance by stocking shelves, setting up displays, and cleaning based on the company's preference and ideal views for customer satisfaction.
- Monitor product inventory levels and restock shelves as needed
- Provide merchandising support by arranging product displays and keeping store shelves organized
- Liaised with couriers as and when required in a timely manner such as process of delivery info, etc.
- Assist on picking and packing items according to the order form and packing guidelines.
- Assist in QC process by ensuring stock quantities are tally with POs and DOs.
- Assist in designing product advertisements in e-commerce platforms such as Shopee and TikTok.
- Ensured orders are processed efficiently for delivery of materials to meets customers' expectations.

2022-2023 Internship | Vera Real Sdn. Bhd.

- Assisted in designing and developing company's website via WordPress.
- Assisted in designing and developing a dummy mobile application based on the given project objectives.
- Ensured that workplace is organize and clean.

- Active listening - able to give full attention to the speaker's words and gestures with positivity and open - mindedness including proper gestures, body language, and reactions as the speakers speak.
- Decision-making - able to choose ideal solutions to issues of the related works by collecting relevant information and data with considering multiple viewpoints.
- Critical thinking - able to analyze facts and information to understand a problem or topic thoroughly by aiming to understand the conflict and further action to resolve the solution.

Language

- English - Intermediate
- Bahasa Melayu - Native

2019-2020 Warehouse Assistant | Babymart.my

- Ensured orders are processed efficiently for delivery of materials to meets customers' expectations and business timeliness purposes while ensuring that internal delivery processes are adhered to.
- Picked and packed items according to the order form and packing guidelines.
- Shipped and fulfilled customer orders in Inventory system, inputting appropriate tracking numbers and links for systematic inventory keeping.
- Organized warehouse and work area for orderliness at all times and maintained safe and clean work environment by keeping shelves, inventory space and work stations neat.
- Monitored and maintained stock accuracy by ensuring physical stock is in line with the inventory management system and ensure all stock movements are recorded to ensure accuracy.
- Liaised with customers and couriers as and when required in a timely manner.

Education

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|------------------|---|----------------------------|-------------------------------|
| 2020-2023 | Diploma of Computer Science | | |
| | <i>University Technology Mara (UITM) Kuala Terengganu</i> | | |
| | • 3.68/4.0 CGPA | • Dean's List All Semester | • ANC (Vice Chancellor Award) |
| 2015-2019 | Malaysian Certificate of Education (SPM) | | |
| | <i>Sekolah Menengah Bandar Puncak Jalil, Selangor</i> | | |
| | • Obtained 1A+ 4A- 2B+ 1B 1D | | |
| | • Best Student Certificate in Economy and Principle of Accounting | | |