




**AMIRA HUDA BINTI  
OMAR**

## PERSONAL PARTICULAR

 amirahudaomar@gmail.com

 014-5089209

 1005 Kampung Tok Kaya  
20050, Kuala Terengganu,  
Terengganu

 Malaysian

 25 February 1992

 28 Years old

## LANGUAGE

English



Malay



## PROFESIONAL SKILLS

MS Word



MS Excel



MS Power Point



## CAREER OBJECTIVE

To work hard with full dedication for the achievement of organization objective under satisfying job contact, hence enhancing my skill and knowledge and ready to learn new things.

## WORKING EXPERIENCES

### 1. HONG LEONG BANK BERHAD (NOV 2019 - PRESENT)

#### Customer Relationship Officer

- To handle all customer enquiries and requests promptly, accurately and professionally
- To meet service targets by achieving both service and productivity level by ensuring that all calls are answered within stipulated SLA
- To resolve customer's complaint tactfully and escalate the case to respective department

### 2. AMBANK (M) BERHAD (JAN 2019 - MAY 2019)

#### Regional Admin Officer

- Closed communication with Branch Manager and branch staff
- Organize and attend regular meetings, take meeting minutes and follow up action
- Update Regional daily/monthly report to Regional Director
- Organize Regional Meetings/Events ; weekly, monthly and quarterly

### 3. AMBANK (M) BERHAD (APRIL 2018 - JAN 2019)

#### Operation Executive

- Ensure branch operation adhere to standard operating procedures and regulations Monitor and overriding transaction over the counter
- Ensure the balancing of cash during bank operation Monitor waiting time during bank operation

### 4. AMBANK (M) BERHAD (JAN 2016- APRIL 2018)

#### Contact Centre Executive

- To handle all customer enquiries and requests promptly, accurately and professionally
- To meet service targets by achieving both service and productivity level by ensuring that all calls are answered within stipulated SLA
- To resolve customer's complaint tactfully and escalate the case to respective department

## EDUCATION HISTORY

### 2011 - 2015

University of Sultan Zainal Abidin (UniSZA)

Bachelor of Biotechnology and Agriculture (Hons)

CGPA: 3.25

### 2010 - 2011

Penang Matriculation College Pre-Degree Course

(Life Science)

CGPA: 3.45

### 2005 - 2009

Sekolah Menengah Imtiaz Yayasan Terengganu (Kuala Berang)

SPM 3A 7B 1C

## ACHIEVEMENTS

2018 : Complimentary from customer during Contact Centre Executive for handling customer politely and resolved customer inquiry during provided time frame.

2015 : Best Presenter in Final Year Project (Degree)

2014 : Awarded Dean Award for Semester 7, UniSZA

2006 - 2009 District Winner for Badminton & Netball (SM IMTIAZ KUALA BERANG)

## REFERENCES

### 1. MADAM NURFARAHIN BINTI ABDULLAH

SERVICE OPERATION MANAGER

AMBANK KUANTAN REGIONAL OFFICE (EAST COAST) - 019-9512909

### 2. EN RIDHUAN BIN MUHAMMAD

ASSISTANT BRANCH MANAGER - 019-9261110