

MUHAMAD ZAKI BIN MUHAMAD AMIR
20 JALAN PERAK,
KAMPUNG KUANTAN,
41300 KLANG, SELANGOR D.E.
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PERSONAL DATA

NRIC	:	810223-10-5059	Marital Status	:	Married
Date of Birth	:	23 February 1981	Nationality	:	Malaysian
Place of Birth	:	Klang, Selangor	Height/Weight	:	170cm / 67kg
Age	:	36 years	Hobbies	:	Football, travel, reading
Race	:	Malay	Religion	:	Islam

CAREER OBJECTIVE

To practice a profession where my knowledge, ability and commitment can be fully applied with an opportunity for eventual career advancement and ultimate goal of becoming effective and excellent in decision making and in the management of human as well as capital resources.

PROFESSIONAL PROFILE

- Pro-active and committed towards organizational missions, objectives and policies.
- Self-independent, able to work under pressure and self-motivated to achieve the desired results.
- Confident, fast learner, honest, dynamic, highly motivated and ambitious.

LANGUAGE PROFICIENCY

Malay	:	proficient in both speaking and writing.
English	:	proficient in both speaking and writing.

EDUCATIONAL BACKGROUND

2002 - 2005	Universiti Industri Selangor (UNISEL) Bachelor of Industrial Management (Hons) (Business Admin. & Marketing) - CGPA: 3.15 (Second Class Upper)
1999 - 2001	Universiti Malaya Centre of Continuing Education (UMCCED) Diploma in Accounting Administration - CGPA: 2.75
1994 - 1998	S.A.M.T. Tengku Ampuan Jemaah, Shah Alam Sijil Pelajaran Malaysia (SPM) - Grade 2

SELECTED EXTRA CO-CURRICULAR ACTIVITIES

School Level

Session	Program / Society	Position
1997	Agama Islam Club	Committee Member
1997-1998	Bahasa Melayu Club	Committee Members
1997-1998	Badminton	School Representatives
1997-1998	Football	School Representatives
1998	Camp Motivation	Participant
1998	Leadership Course	Participant

University Level

Session	Program / Society	Position
2000	Choir	Participant
2002	UNISEL Co-Curriculum Football Competition	Secretary

RELEVANT PARTICULARS

Certificates:	- Quality, Safety and Health Internal Audit Course
Computer Literacy:	- Excellent knowledge of Microsoft Office (Word, Power Point, Front Page, Excel) - Excellent knowledge in Internet Application - Excellent knowledge in Simply Accounting Pro - Excellent knowledge in Statistical Package for the Social Science (SPSS)
Personal Characteristics:	- Independent, hardworking and responsible - Competent to work independently or as a team - Capable of completing tasks within a specific time span - Good supervision skill and monitoring the job progress - Ever willing to learn
Possess Own Transport:	- Yes (Car)
Willing to Travel:	- Yes

WORKING EXPERIENCES

- 1) **Duration:** 1st June 2011 - Present
Employer: Naza TTDI Sdn Bhd
Position Held: Senior Executive, Customer Relationship Management

Responsibilities and Description of work:

- To ensure that all complaints are centralized, recorded and channelled effectively to the respective attending department
- To monitor the progress and provide updates to customer on all complaints until the complaints have been resolved
- To prepare and update relevant reports pertaining to the monitoring status of the complaint resolution
- To engage in personal relation exercise with existing customers by attending to customer enquiries and complaints and follow-up
- To monitor any form of social media pertaining complaints and inquiries related to the company
- To attend handing over vacant possession of properties to the purchaser
- To assist the Head, Customer Relationship Management to assume any other responsibilities or tasks delegated

- 2) **Duration:** 4th June 2007 – 27th May 2011
Employer: Hong Leong Bank Bhd. (Shah Alam Branch)
Position Held: Executive, Operations & Customer Service

Responsibilities and Description of work:

- Ensure smooth and efficient day-to-day operations of the branch, which includes cash, customer facing and non-customer facing operations
- Attend to customers' needs and queries as well as promote/cross sell the various products and services of the Bank
- In charge of branch After Sales Department that includes mortgage, hire purchase, personal loans etc. as well as Fixed Deposit (FD) Department
- Experienced in handling ATM & CDM machine

- 3) **Duration:** 23rd January 2006 – 1st September 2006
Employer: SME Bank, Shah Alam Branch
Position Held: Executive, Loan & Credit Administration

Responsibilities and Description of work:

- Handled and managed loan (Conventional & Islamic) for company existing clients
- Handled and managed loan disbursement & renewal for company existing clients

- 4) **Duration:** 28th March 2005 – 17th June 2005 (3 Months)
Employer: UMW Engineering Sdn. Bhd.
Position Held: Industrial Training

Responsibilities and Description of work:

- Prepared and managed bills, receipts and invoice for Purchasing & Logistics Department.
- Handled administration duties including typing and filing documents
- Updated raw materials (plates) status for cranes project (Rubber Tyred Gantry (RTG) Cranes)
- Updated data for Raw Material Purchasing Tracking
- Assisted supervisor in preparing paperwork for project management
- Checked purchase and delivery order

AVAILABILITY

Availability: 1 Month Notice

Expected Salary: RM 5,000.00 (Negotiable)

REFEREES

1. **Rosmin Bin Wan Mohamed**
Assistant General Manager, Customer Relationship Management
Naza TTDI Sdn Bhd
03-5101 5600 (o)
019-380 1200 (hp)
Email: rosmin@nazattdi.com

2. **Siti Nor Aisah Bt. Abu Zarim**
Branch Service Manager
Hong Leong Bank Bhd. (Shah Alam Branch)
03-5510 9021 (o)
016-695 1141 (hp)
Email: NASiti@hlbb.hongleong.com.my