



MOHAMAD SHAHNIZAM BIN ROSLY
CUSTOMER SERVICES EXPERIENCE (CSE)
Celcom Axiata Berhad

(+60) 132038603 | unseen_shah@yahoo.com | MYR 3500 | Serian, Sarawak

Experience

10 years of total experience

Mar 2016 - Present

CUSTOMER SERVICES EXPERIENCE (CSE)

Celcom Axiata Berhad | Kuala Lumpur, Malaysia

Industry	Telecommunication
Specialization	Customer Service
Role	Touch Point Strategy & Retail Operation, Group Customer Service, Retail Facilities.
Position Level	Senior Executive
Monthly Salary	MYR 3,100

Outlet Executive - Touch Point Strategy & Retail Operation, Group Customer Service, Retail Facilities.

- Outlet Executives are responsible in providing a highly customer service assistance to our customer.
- Assisting customer on inquiries related to our product.
- To perform all tasks listed in the daily start up and end day closing checklist during the opening & closing of the outlet.
- To update daily on all sales and service transaction in all system applications and ensure no missing stocks and cash shortage.
- To follow up, resolve and close all cases created in relating to complaints and enquiries as per guideline within the Service Level Agreement (SLA).
- To perform all adjustments for any transactions error done as according to guideline and within the SLA.
- To implement and adhere to the service mannerism guidelines as per company's direction.
- To perform perform Lead Capture to get customer contact on future product promotion.
- Updating the Outlet Manager on issues related to dispute, missing stock and defect in outlet.
- Handling proper filing for all relevant documents accordingly.
- To assist on cash register transactions.
- Assist and support any relevant event from sales and any other duties assigned by superior within agreed timeline.
- To promote product merchandising and creating the Blue Cube experience for our customers.

Feb 2014 - Feb 2016
(2 years 1 month)

RETAIL MANAGEMENT TRAINER & ASST MANAGER

Tech Terrain College | Selangor, Malaysia

Industry	Education
Specialization	Sales - Retail/General
Role	Management
Position Level	Senior Executive
Monthly Salary	MYR 2,400

EXPERIENCE AT TECH TERRAIN (FULLTIME)

- Develop WIM (written instruction material) in retail management by NOSS (National Occupational skill standard) prepared JPK (Jabatan Pembangunan Kemahiran)
- Be a mentor to the student. 80 student course retail management.

- Proficiency with specialist retail management software.
- Able to motivate and incentivize staff to hit targets.
- A comprehensive understanding of all retail laws.
- Keeping up to date with trends in the retail industries.
- Constantly looking for ways to increase efficiency.
- Excellent retail industry and product knowledge, sales and marketing.
- Strategy implementation.
- Implementation Visual merchandise display and e-commerce retail

EXPERIENCE MEDIFEET SDN BHD (PART TIME)

- Inventory control
- Retail outlet sales and marketing
- Stock loss control
- Managing retail staff
- Material planning & inventory control
- PO are issued based on lead time
- Ecommerce organizing promotions, working with shipping companies to reduce transportation costs and making advertising decisions
- promote health orthocare in range obesity
- Roadshow program for promote product
- sale visit report to management

Feb 2012 - Feb 2014
(2 years 1 month)

Assistant Supervisor Gred DD-1 (BORDERS MALAYSIA)

Berjaya Corporation Berhad | Selangor, Malaysia

Industry	Retail / Merchandise
Specialization	Merchandising
Role	Merchandiser
Position Level	Senior Executive
Monthly Salary	MYR 2,300

- To oversee and manage the overall daily outlet operation.
- To assist in executing marketing and promotional plans.
- Work with Sales and Inventory Department on products availability to quality issues.
- To coach & train staff to carry out duties according to the procedures and conduct periodic job performance appraisals of subordinate staff.
- To compile Goods Receiving Advice (GRA) & Goods Receiving Note (GRN) listing to Support Office Finance Department on daily basis.
- To assist in executing marketing and promotional plans

Jan 2011 - Feb 2012
(1 year 2 months)

Retail Executive

Popular Book Co.(M) Sdn Bhd | Selangor, Malaysia

Industry	Retail / Merchandise
Specialization	Merchandising
Role	Merchandiser
Position Level	Senior Executive
Monthly Salary	MYR 2,000

- Handle all areas of Logistic, Receiving, Storage, Picking and Distribution, Repacking and Facilities.
- Make arrangements and performing on monthly stock take
- To support department to achieve sales target and control stock shrinkage within specified limits.
- To assist superior in new stores set-up, planning stage to store opening.
- Service customer(s) and provide product information.
- To conduct periodic clearance cycle count which include disposal of damaged stocks

Education

2012

Masterskill College of Nursing and Allied Health

Diploma in Business Studies/Administration/Management | Malaysia

Major	Healthcare
CGPA	3.63 / 4.0

Provides comprehensive healthcare management within the healthcare industry. The programme emphasizes on management philosophy, organizational values, business-planning and strategic decision-making as well as application of effective communication skills

2015

JABATAN PEMBANGUNAN KEMAHIRAN

Professional Certificate in Business Studies/Administration/Management | Malaysia

Major	RETAIL MANAGEMENT
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Sijil Kemahiran Malaysia (Pencapaian Pengiktirafan Terdahulu PPT)
Standard Kemahiran Pekerjaan Kebangsaan (SKPK)

OPERASI PERUNCITAN (JABATAN) – TAHAP 3 (RETAIL MANAGEMENT OPERATION)
(DT-010-3:2014-T01001-08/15-DN0381A)
A761828 – 04/09/15

- Product price integrity
- Housekeeping
- Customer Service
- Food Merchandising
- Non Food Merchandising
- Storage Activity
- Disposal & Return Activities
- Ordering Support Activities
- Stock Activities
- Sales Activities
- Manpower Requirement
- Promotional activities
- Sales Support
- Sales Loss Operations

JABATAN PEMBANGUNAN KEMAHIRAN
(KEMENTERIAN SUMBER MANUSIA)

Kursus Induksi Pentauliahan Persijilkan Kemahiran Malaysia
PP-PPD-PPB
I063222

PUSAT LATIHAN PENGAJAR DAN KEMAHIRAN LANJUTAN
JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA

SIJIL MODUL – M02 Course Programme Development (Customised)

- Competency- Based Training
- NOSS development
- Written Instructional Material
- Portfolio Development

Skills

Advanced COMMUNICATIVE SKILLS, Computer Application, Management Skills, Teaching Skills, MANAGEMENT SKILL, Soft Skills

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
English (Primary)	6	6
Bahasa Malaysia	10	10
Bahasa Indonesia	5	5

Jobstreet English Language Assessment (JELA)

Date Taken 22 Oct 2015

Score 24/40

Additional Info

Expected Salary MYR 3,500

Preferred Work Location Sarawak, Johor, Kuala Lumpur

Other Information

-I'm student MASTERSKILL GLOBAL COLLEGE, with CGPA 3.63 and EX MPP (student Representative Council 2011/2012). Good in communication and good making decision as well with others. experience about Health care, On the job training at hospital Daro, mukah, Sarawak in 2 month. Gain experience since 2008 work in many company. Part time job as CIMB sale Advisor in Unit trustee, attend a lot seminar and course related in 5 years since 2008. i hope with my experience, i can adapt and serve in your company.

About Me

Gender Male

Age 26 years

Address NO. 203 KAMPUNG HULU GEDONG, 94700, Serian, Sarawak, Malaysia

Nationality Malaysia