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### CV - Curriculum Vitae

### EZRIN ANIS BINTI MOHD KHAIRAN

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| **Current Address** | | |  | | | |
| **Address** | : | **A-06-01, Central Residence Soho**  **Suria Sungai Besi**  **57100 KUALA LUMPUR.** | |  |  |  |
| **Telephone Contact** | : | **012-5464767** | | **Email** | **:**  **:** | **ezrin5012@gmail.com**  **ezrin5012@yahoo.com** |
| **Personal Particulars** | | | | | | |
| **Age** | : | **40** | | **Date of Birth** | : | **12 March 1976** |
| **Nationality** | : | **Malaysian** | | **Gender** | : | **Female** |
| **Marital Status** | : | **Single** | | **IC No.** | : | **760312-07-5012** |
| **Educational Background** | | | | | | |
| **Highest Education** | | | | | | |
| **Level** | : | **Diploma** | |  |  |  |
| **Field of Study** | : | **Town & Regional Planning** | |  | | |
| **Institution** | : | **Mara, University Of Technology, Malaysia. (UITM) – 1997** | | | | |
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| **Level** : **Sijil Pelajaran Malaysia (SPM)** **Grade** : **First Grade**  **Name of**  **School** : **SMJK Our Lady’s Convent, Sitiawan Graduation : 1993**   |  | | --- | | **Employment History/Experience** |   **1) June 2008 – July 2016**  **Nokia (M) Sdn Bhd / Alcatel-Lucent (M) Sdn Bhd**  **Sales Administrator**  • **Assisting VPs (Sales Directors) and Sales Account Managers - Handling confidential documents,**  **materials and support the smooth running of the day-to-day requirements of the department.**  **• Assisting & Supporting Tendering Department on tender preparation, documentation &**  **Clarifications to meet the deadlines / targets.**  **• Scheduling, coordinating logistics and sourcing for requested meeting e.g. fixing of appointments,**  **booking of meeting rooms, arrange office equipment, the required stationary or tools,**  **and refreshment for events, meeting, gifts & hampers for customers. Accommodation & travel**  **arrangement for customers – SAP (Purchase Requirement & Purchase Order/GR)**  **• Managing travel arrangement e.g. hotels and flights or other carriers booking for**  **VP/Directors / Managers / VIP visitors.**  **• Assisting Business Analyst - daily or weekly data clean-up & report for Order Forecast and potential**  **Pipeline, Coordination with Sales team very essential. Update Orders from CDR creation for the**  **Orders & Sales Database (CFT)**  **• Assisting legal department – taking care of new, current Contracts & archive**  **• Managing the organization communication, compose internal and external correspondences**  **i.e. prepare letters, notice and agenda of meetings, action minutes, compile reports,**  **information search, to assist in preparing slide presentation and assist in organizing Company's**  **events and functions**  **• Handling, circulating & booking CPOs (internal) to relevant departments for a few accounts**  **- CDR creator (customers Maxis, TNB, Telekom Malaysia, DiGi, & other carriers)**  ***\*Achievement***  ***-Received award (Recognition) for top performance – August 2010***  **Reason Leaving : Retrenchment (VSS)**  **2) Aug 2007 – May 2008**  **Master Jaya Environmental Sdn Bhd**  **Administrative Executive / Executive Secretary**   * **Overall responsible for office task/admin- day to day administrative matters.** * **Secretary to MD in corporate affairs matters & general administration (assist the M.D on his daily schedule, meeting/appointment/travel arrangement, minutes meeting etc)** * **Assisting marketing/project department – telemarketing (new/potential customers)** * **Administrative task: tender proposal, HR function (industrial training, recruitment, ISO etc.), coordinate department (project) job, filing/recording, arrange seminar/training/course etc.**   **Reason Leaving : Better Offer**  **3) July 2003 – June 2007**  **Measat Broadcast Network System** **@ ASTRO**  **Correspondence Executive (Correspondence Unit - HQ, Call Center)**   * **Attending to all complains via fax, emails, letters and call centre request.** * **Assisting the Legal, Corporate and Regulatory department to resolve urgent cases i.e.**   **(Tribunal, Consumer Assoc., etc)**   * **Assist Team Leader on administrative works (recruitment, data entry, filing, attendance/**   **meeting updating, Courses, training, dinner arrangement etc).**  **- Training/buddy for the new staff.**  ***\*Achievement***  ***- Received compliments letters/emails from customers***  ***- Achieved as Runner Up in Product Knowledge Assessment (Division)***  ***- Achieved Top Performance (2004 & 2005) – EE rating (Exceed Expectation)***  **Reason Leaving : VSS** 4) August 2001 – July 2003Tangent Logistic Sdn BhdAdministrative & Marketing ExecutiveResponsible & implement for a day to day office administration (general office facilitiessuch as office equipments, maintenance services, claims, petty cash.  * **Organize procurement activities of admin items, office consumables & supplies.** * **HR function (recruitment) & coordinate all departments job.** * **Liaised with line haulage, transporters and liners/shipper.** * **Follow up with existing and new customers on new shipments and payments.**   **Reason Leaving : Better Offer**  **5) March 1998- August 2001**  **Vision Courier Sdn Bhd, Shah Alam**  **Head Of Customer Service @ Customer Service Executive (Promoted)**   * **Monitoring inbound & outbound shipment.** * **Monitoring local deliveries (traffic controller)** * **Liaised with regular customers for special shipments/projects (bank run, etc)** * **Monitoring customers service reps, drives & dispatches**   ***\*Achievement*** *-* ***Being promoted to Head Of Customer Service***  **Reason Leaving : Better Offer**  **July 1997- August 1998**  **Vision Courier Sdn Bhd, Butterworth**  **Customer Service Representative**   * **Handling inbound & outbound shipments.** * **Handling deliveries arrangements.** * **Liaised with regular customers for special shipments (bank run etc)** * **Preparing invoices, flyers & dockets for customers.**   ***\*Achievement*****- *Being promoted to Customer Service Executive & transferred to HQ*** | | | | | | |
| **Skills** | | | | | | |
| **Language Spoken and Written : Malay & English**  **Computer Skills (Advanced) : SAP, Ms Office/Excel/Word/Power Point, Internet etc.** | | | | | | |
| **Personal Traits** | | | | | | |
| * **Strong commitment to responsibilities, conscientious and adaptable to problematic situations.** * **Able to handle stress well and possess an excellent skill with the ability to interact with all level of management and personnel.** * **Capable to work independently, efficient & multitasks.**  Fast learner, honest, active and a very friendly person. | | | | | | |
| **Preferences** | | | | | | |
| **Possess Own transport : Yes**  **Availability : Immediate**  **Expected Salary : RM4500 (Negotiable)** | | | | | | |
| |  | | --- | | **References** |  Name : En. Mohd Nasir SudinTelephone No : 019-3204455Position : Director / Customer Account LeaderCompany : Nokia (M) Sdn Bhd | | | | | | |
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###### Name : En Mohd Zaki Shuib

###### Telephone No. : 012-3435985

###### Position : Key Account Manager

###### Company : Cisco (M) Sdn Bhd