

CHARON ANN KUMARSIR

Customer service officer



011-51144195



charonkumarsir@yahoo.com



Georgetown, Penang

DEAR HIRING MANAGER,

I am writing to express my interest to join your company. Taking initiative has always been my academic and career strength, along with:

- ~ Understanding responsibility.
- ~ Holding an intense work ethic.
- ~ Possessing social skills that build and maintain relations across and beyond the organization.
- ~ Striving to do my best in any situation to meet corporate objectives.

I believe my strengths, abilities, skills, and my interest will make me an excellent candidate for this job. I am extremely reliable, considerate, personable, and I am comfortable working with all personality types.

Thank you for taking the time to review my credentials. Following it I have attached my resume. I would welcome the opportunity to discuss how my education, practical skills, and background qualify me to be a member of your company.

Thank you for your time and consideration.

Sincerely,
Charon Ann

CHARON ANN KUMARSIR

Customer Service Officer

Dedicated customer service professional with 4+ years of experience. Highly motivated professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasoned work ethic to quickly adapt to different processes and drive company objectives. Resourceful and results-driven with a passion for growth and efficiency to meet company needs and increase service value.

PROFESSIONAL EXPERIENCES

➤ CUSTOMER SERVICE OFFICER

Toll Global Forwarding Sdn.Bhd | Penang | March 2018 – present

- Create working files to be used for Customs Clearance processing.
- Hold responsibility to maintain and support operations task on shipments that will inbound to Australia by validate documents from different countries.
- Prepared source data for computer entry by compiling and sorting information and establishing entry priorities.
- Trained new team members in company policies and established work processes.

Award: Best employee of the month (twice).

➤ ADMINISTRATIVE CLERK

Taiping Logistics Sdn.Bhd| Taiping | December 2016 – February 2018

- Carry out orders, arrange and monitor transportation and storage, and keep track of shipment through all phases of the journey.
- Develop work schedules in line with priorities, devise and schedule shipment, record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting and record keeping purposes.
- Undertake other clerical and administrative work.

➤ ADMINISTRATIVE CLERK

Latexx Partners Berhad | Taiping | April 2016 – December 2016

- Manage work schedules, calendars, and appointments.
- Plan and coordinated events, meetings, and travel arrangements for managers.
- Take inventory and order materials, supplies, and services as needed.
- Supervise and direct the work of lower-level clerks (cleaners and security).
- Compile and maintain records of office activities and business

➤ AVIATION SCREENING OFFICER

Certis Cisco | Changi Airport Singapore | April 2012 – July 2013

- Appointed as x-ray operator within three months.
- Inspect baggage or cargo and screen passengers to detect and prevent potentially dangerous objects from being transported into secure areas or onto aircraft.



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SOFT SKILLS

- Highly motivated
- Critical thinking and problem solving
 - Collaboration and teamwork
 - Enthusiastic and dependable
 - Well organized
 - Flexibility and adaptability
 - Creative
 - Active Listening

COMPUTER SKILLS

Microsoft office

- Word
- Excel
- PowerPoint
- Outlook

ACADEMIC AWARDS

DEAN LIST

➤ Open university (OUM)

- Semester May 2021: GPA 3.76

➤ Aviation management college

- Semester July 2014: GPA 3.89
- Semester Nov 2014: GPA 4.00
- Semester Mac 2015: GPA 4.00

LANGUAGE

Malay - Highly proficient
English - Highly Proficient
Tamil - Native Speaker

EDUCATION

➤ BACHELOR OF PSYCHOLOGY WITH HONOURS

OPEN UNIVERSITY (OUM) | Taiping | September 2019

Expected graduation: January 2024

CGPA: 3.51

➤ DIPLOMA IN MANAGEMENT

UTM Space | Lumut | October 2016

CGPA: 3.90, First class

ADDITIONAL COURSES

➤ Flight Attendant Preparatory Course

Inter Excel Academy | Penang | August 2020

➤ Occupational First Aid & Cardiopulmonary Resuscitation (CPR)

Alpha International | 13 & 14 April 2019

➤ Intermediate Microsoft Excel Training

Toll Global Forwarding Sdn.Bhd | September 2018

➤ X-ray Operator Course

Certis Cisco Academy | 18 February – 21 February 2013

➤ Preboard General Screener Course

Certis Cisco Academy | 03 October – 17 October 2012

➤ Customer Service skills programme

Changi Airport Group | October 2012