



# DEVIKA BALASUBRAMANYAM

9 FEB 1992



011-33646922



devika9200@gmail.com



No 4 Lintasan Perajurit 5,  
Taman Kemuncak 31400, Ipoh, Perak

## PERSONAL BACKGROUND

I am flexible, reliable, and possess excellent time keeping skills. I am an enthusiastic, self motivated, reliable, responsible and hard working person. I am mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative.

## EDUCATION

### DIPLOMA IN RISK MANAGEMENT

Putera Intelek International College |  
2010-2012

### SPM

SMK Convent Ipoh |  
2005-2009

## EXPERIENCE

EVERYDAY BANKING AGENT  
HSBC ELECTRONIC DATA PROCESSING SDN.BHD  
SEPT 2021-present

- Handling inquiries from HSBC UK customers on a shift rotational pattern
- Responsible for relationship building while resolving customer inquiries in a professional manner
- Ability to provide First Contact Resolution to the customer
- Complying to the HSBC Core Standard Behavior
- Minimize error and reworks within specified time
- Adhere to Real Time Adherence
- Listens to the customer and establish needs to offer relevant products
- Competent in handling a wide range of banking enquiries to successfully support customers in their banking needs

DEBT COLLECTOR  
APS & PARTNERS SDN BHD  
Oct 2020 – March 2021

- Keep track of assigned accounts to identify outstanding debts.
- Plan course of action to recover outstanding payments.
- Locate and contact debtors to inquire of their payment status.
- Negotiate payoff deadlines or payment plans.
- Handle questions or complaints.
- Investigate and resolve discrepancies.

## SENIOR CABIN CREW

MALINDO AIRWAYS

May 2015 – Nov 2020

- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Cleaned and serviced aircraft interiors including cabin, galleys and lavatories.
- Clearly explained and demonstrated safety and emergency procedures to passengers prior to take-off.
- Facilitated communication between flight deck and cabin crew prior to and during flights to promote smooth operations.
- Reassured and comforted passengers during turbulent flights and unavoidable delays.
- Maximized storage space by directing passengers in correct ways of stow luggage in overhead compartments and under seats.
- Served beverages and food items from refreshment cart and provided information about in-flight offerings to passengers.
- Maintained high standard of cleanliness and personal appearance to promote sense of professionalism and passenger confidence in crew.

## LANGUAGE

Bahasa Malaysia	★	★	★	★
English	★	★	★	★
Tamil	★	★	★	★

## SKILLS

Microsoft Word	★	★	★	★
Microsoft Excel	★	★	★	★
Microsoft Powerpoint	★	★	★	★

## CABIN CREW

MALAYSIA AIRLINES

Dec 2013 – April 2015

- Followed company regulations and rules to promote safe environment for travelers and employees.
- Reviewed, handled, assembled and removed passenger cabin furnishings to check cleaning quality.
- Checked whether personnel completed required duties and responsibilities during respective shifts.
- Facilitated communication between flight deck and cabin crew prior to and during flights to promote smooth operations.
- Served beverages and food items from refreshment cart and provided information about in-flight offerings to passengers.
- Cleaned and serviced aircraft interiors including cabin, galleys and lavatories.
- Maintained high standard of cleanliness and personal appearance to promote sense of professionalism and passenger confidence in crew.

## CERTIFICATION

- Certificate of Attendance 2014 ( Malaysian Airlines )

### Achievements

2020

- 2nd runner up of Miss Tourism

2017

- Champion of GIF Model Search

2011

- Putra Inteltek International college - CGPA Dean's award

2011

- Putra Inteltek International College Law distinction Achievement

## FRONT OFFICE ASSISTANT

MH HOTEL IPOH  
July 2013 – Nov 2013

- Provided clerical support to company employees by copying, faxing and filing documents.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Coordinated, scheduled and arranged meeting and travel calendars, including business and social events.
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
- Maintained high levels of customer satisfaction by quickly and professionally greeting guests and offering beverages.
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
- Scheduled appointments, forwarded office phone calls.
- Sorted mail and other important data upon Manager's absence, promoting quick delivery of all messages to recipients.
- Organized international and domestic travel arrangements for guests & hotel staff members, including all transportation and hotel stays.

## INTERN

SUNWAY LOST WORLD WATER PARK SDN  
BHD  
January 2013– June 2013

- Assisting with research, filing, data entry and recording and maintaining accurate and complete financial records
- Preparing financial reports, such as balance sheets and incomes statements, invoices and other documents.
- Working with book keeping software
- Handling sensitive or confidential information with honesty and integrity
- Learning how to work as part of the accounting team to compile and analyze data, track information, and support the company or clients
- Taking on additional tasks or projects to learn more about accounting and office operations

## REFERENCE

Mr. Alias  
Manager - Cabin Crew  
017-6708473