

# DZUHA BINTI SHARIFF@GHAZALI



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Persiaran SP2, Seksyen 6,  
Science Park 2, 63000  
Cyberjaya, Selangor

## OBJECTIVE

- To apply knowledge and gain experience in working environment as well as to improve technical skills and also, to contribute towards company's excellence.
- To build a long-term career in services with opportunities for career growth and to use my skills in the best possible way for achieving the company goals.

## EDUCATION

College  
2001-2005

### Certificate

Sekolah Menengah Kebangsaan  
Sultanah Asma

University  
2006-2010

### Diploma

Medical Laboratory

Academy  
2013-2014

### Certificate (Malaysia Airlines Berhad)

- Customer Services Course
- Customer Services Basic
- WORLD TRACER Management Basic
- SITA DCS Check In System
- Soft Skills Certificate
- Dangerous Good Awareness
- Conversational English
- One World Certificate
- Airside Safety
- Human Factor Training

Academy  
2015-2016

### Certificate (Malindo Air)

- Ground Operation Procedures (Initial)

## EXPERIENCE

Company

### SUPERVISOR

KIDZANIA  
KUALA  
LUMPUR  
2011

- Perform variety of attending duties at amusement facility
- Provide information, option and rules and regulations
- Monitor activities to ensure adherence to rules and safety

Company

### MUSLIM OPERATION AND BOOKING (CRUISE)

AIRLINK  
TRAVEL SDN  
BHD  
2013

- Make booking and confirmation itinerary for customer
- Make VISA and other documentation






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## PROFESSIONAL SKILLS

- Customer Services
- SITA DCS Check in System
- WORLD TRACER Management
- Soft Skills
- Conversational English

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## PERSONAL SKILLS

Teamwork   
Leadership   
Cooperative   
Managing   
Interaction 

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## LANGUAGES

Malay   
English 

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### Company

MALAYSIA  
AIRLINES  
BERHAD  
2013-2019

### CUSTOMER SERVICES OFFICER

- Passenger's reception at check in desks.
- Main responsibilities include checking passengers in, weighing and checking in baggage, issuing boarding passes and luggage labels.
- allocating seat numbers, asking security questions and answering passenger queries prior to their flight.

### Company

UNIFI TV  
TELEKOM  
MALAYSIA  
2019-present

### CENSORSHIP EDITOR EXECUTIVE

- Monitoring incoming signals for editing, censoring sensitive scene, replacing advertisement and promotional material as per SOP.
- Ensuring all equipment are running well and tidy on a daily basis.

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## REFERENCE

**Syed Ansar Mohamed Kalik**  
Director(Design&Engineering)  
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