|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| KHAIRUNNISA BINTI FIRUZ SHAH 8, JALAN SS 21/24, DAMANSARA UTAMA, 47400 PETALING JAYA, SELANGOR.  Phone no : 016 – 3820813  Email:  [khairunnisafs96@gmail.com](mailto:khairunnisafs96@gmail.com) ABOUT ME **MARITAL STATUS :**  SINGLE  **PLACE OF BIRTH :**  PULAU PINANG  **DATE OF BIRTH :**  13 AUGUST 1996  **HEIGHT :**  158 CM  **WEIGHT**  47 KG  **HOBBY :**  READING, MUSIC & COOKING SKILLSWORK  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | MICROSOFT |  |  |  |  |  | | ORGANIZING |  |  |  |  |  | | COMMUNICATION |  |  |  |  |  | | SOLVING |  |  |  |  |  | | FLEXIBLE |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | TEAM PLAYER |  |  |  |  |  | | CREATIVITY |  |  |  |  |  | | SOCIAL |  |  |  |  |  | | KHAIRUNNISA FIRUZ SHAH EXPERIENCE (2019 – 2021)  **Malaysia Airlines Berhad**  CABIN CREW   * Checking the condition and provision of emergency equipment and information for passengers. * Demonstrating emergency equipment and safety procedures. * Administering first aid. * Dealing with emergencies. * Producing written flight reports after completing a journey. * Rated on Airbus A330-200 and Boeing 737 MAX.   (2015 - 2018) Pierre Cardin SALES ASSISSTANT   * Recommend and display items that match customer needs. * Updates managers by consolidating, analyzing and forwarding daily action summaries. * Ensure high levels of customer satisfaction through excellent sales service. * Maintain a fully stocked store. * Provides clerical support. * Ensuring that all departments are running smoothly. * Analyzes data, research and processes.   (2013 - 2015) Kidzania Kuala Lumpur THEME PARK CREW   * Perform any other reasonable task as requested. * Ensure establishments are run safely. * Provide outstanding customer service to all visitors. * Provide attention and assistance to parents and children.  EDUCATION (2014 - 2017) *Universiti Teknologi Mara, Puncak Alam*Diploma in Office Management and Technology  * CGPA : 2.74/4.00  HIGHLIGHTS  * Punctual * Dedicated * Perfectionist * Friendly and Outgoing * Hard-Working and Reliable * Energetic and Engaging * Problem Solver * Honest * Organized * Self-Motivated |