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| KHAIRUNNISA BINTI FIRUZ SHAH8, JALAN SS 21/24, DAMANSARA UTAMA, 47400 PETALING JAYA, SELANGOR.Phone no : 016 – 3820813Email:khairunnisafs96@gmail.comABOUT ME**MARITAL STATUS :**SINGLE**PLACE OF BIRTH :**PULAU PINANG**DATE OF BIRTH :**13 AUGUST 1996**HEIGHT :**158 CM**WEIGHT**47 KG**HOBBY :**READING, MUSIC & COOKINGSKILLSWORK

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| MICROSOFT  |  |  |  |  |  |
| ORGANIZING |  |  |  |  |  |
| COMMUNICATION |  |  |  |  |  |
| SOLVING |  |  |  |  |  |
| FLEXIBLE |  |  |  |  |  |

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| TEAM PLAYER |  |  |  |  |  |
| CREATIVITY |  |  |  |  |  |
| SOCIAL |  |  |  |  |  |

 | KHAIRUNNISA FIRUZ SHAHEXPERIENCE(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 CardinSALES 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 LumpurTHEME 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
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