

# Muhamad Hafiz Bin Feroz

## Objective

Experienced airline professional with 6 years in the industry is seeking for Flight Attendant role. Coming with a can-do attitude; an outgoing, charming, and kind personality; possess a learning attitude and eager to provide First Grade Services so as to enhance customer satisfaction using lively and positive personality and competence derived from taking several customer service training.



## Contact

### Address

Persiaran Golf, Bandar Baru,  
Nilai, 71800

### Phone

013-428-9003

### E-mail

athleticaddict@hotmail.co  
m



## Skills

Business development and retention ●●●●○  
Very Good

Business growth ●●●●●  
Excellent

High-quality customer service ●●●●●  
Excellent

Complaint resolution ●●●●○  
Very Good

Strategic sales knowledge ●●●●●  
Excellent



## Work History

2020-11 -  
Current

### Co-Founder

*Kaereste Enterprise, Puchong, SELANGOR*


- Aligned organizational objectives with company mission, increasing revenue, profit and business growth by collaboratively developing integrated strategies.
- Developed key operational initiatives to drive and maintain substantial business growth.
- Set, enforced and optimized internal policies to maintain responsiveness to demands.
- Conducted target market research to scope out industry competition and identify advantageous trends.
- Devised and deployed sales and marketing tactics to drive strategic growth and support achievement of revenue goals.
- Studied market to determine optimal pricing of goods and services and to capitalize on emerging opportunities.


2014-08 -  
2020-10


### Flight attendant

*AirAsia X Berhad*

- Ensured high service and safety to passengers during in-flight and on the ground position
- Provided comfort to all passengers throughout the flight
- Assisted in providing the best possible customer service to all passengers

Stock management  Excellent

Athletic training and coaching  Excellent

Former National athlete (Triathlon)  Excellent

- Demonstrated all emergency equipment and procedures
- Worked with a professional and positive attitude towards work
- Served meals and beverages during the flight
- Operated one type of aircraft, Airbus 330-300
- Being selected to operate MALBATT (Malaysian Battalion) charter flight on 2017, sending Malaysian army to Beirut
- Was a part of AirAsia X SAT member (Special Assistance Team).
- Answered passengers' questions and provided solutions to issues arising during flights.
- Ensured aircraft and passenger compliance with policies, procedures, regulations and safety guidance.

**2011-02 -  
2012-02**

### **Personal Trainer**

*FITNESS FIRST, GEORGETOWN, PULAU PINANG*

- Helped clients of all ages and fitness levels improve health and wellbeing
- Developed individualized instruction plans including cardio and weight training
- Responsible for opening, closing, and maintenance of the facility
- Prepared fitness programs based on client's goals
- Tracked and recorded data to show the progress of each client.
- Grew customer base through word-of-mouth referrals based on customer satisfaction and results.
- Drove client retention, managing daily classes and individual sessions.

## Education

**2006-01 -  
2010-12**

### **High School Diploma**

*Sekolah Menengah Kebangsaan Georgetown -  
Georgetown, Pulau Pinang*

- Elected Captain of Davies Sports Team

2000-01 -  
2005-12

**Primary School**

*Sekolah Rendah Kebangsaan Batu Lanchang -  
Georgetown, Pulau Pinang*



## Accomplishments

---

- Represented Malaysia in Triathlon (Team TIME) back in 2012 and 2013.
- Represented Penang state for MSSM Cross-country back in 2008, 2009 and 2010..