

Najah Nahara

NAJAH BINTI HABIBU RAHMAN, 26.

Fresh graduate with several job experiences in customer service fields.

No 2 Jalan Setia Dagang AH U13/AH, Setia Alam Seksyen U13,

40170 Shah Alam Selangor

(+6) 011-11 422 423

najahhabiburahman@gmail.com



EXPERIENCE

Urban Retail Sdn Bhd, Shah Alam — *Management Trainee*

JUNE 2021 - NOVEMBER 2021

Produce department, receiving department, IT department, and Grab department (E-Commerce). Management and customer service.

4hungry's, Taiping — *Sales Assistant*

APRIL 2021 - MAY 2021

Mise en place, sales assistant, customer service, and e-commerce.

McDonald's Bandar Puteri Puchong DT, Puchong

— *Guest Experience Leader/Customer Service Representative*

AUGUST 2018

Customer service, management, and other multiple ad-hoc tasks.

McDonald's Bandar Puteri Puchong DT, Puchong — *Crew*

MARCH 2018 - JULY 2018

Cashier, Drive-Thru, and F&B.

Palace of The Golden Horses, Seri Kembangan — *Sales Coordinator*

OCTOBER 2016 - MAY 2017

Management, telemarketing, customer service, MICE, and sales blitz.

Taska Siddiqin, Taiping — *Teacher cum Assistant*

DECEMBER 2013 - MAY 2014

Early childhood education and daycare.

EDUCATION

University of Technology MARA, Penang — *Diploma*

JUNE 2014 - OCTOBER 2016 (COMPLETED)

Diploma in Hotel Management, Faculty of Hotel & Tourism Management.

University of Technology MARA, Puncak Alam — *Degree*

SEPTEMBER 2018 - MARCH 2021 (COMPLETED)

Bachelor Of Science (HONS.) Hotel Management, Faculty of Hotel & Tourism Management.

SKILLS

Customer Service

Administration

Documentation/Filing

Microsoft Office/Excel

E-Commerce

AWARDS

Dean's Award Semester 6 Examination, Bachelor Of Science (HONS.) Hotel Management, Faculty of Hotel & Tourism Management.

Dean's Award Semester 2 Examination, Diploma in Hotel Management, Faculty of Hotel & Tourism Management.

Dean's Award Semester 4 Examination, Diploma in Hotel Management, Faculty of Hotel & Tourism Management.

LANGUAGES

Malay - Advanced

Writing : ●●●●●●
Speaking : ●●●●●●

English - Mid-range

Writing : ●●●●○
Speaking : ●●●○○