



Puteri Nur Izwani



## PROFILE

A fast learner and a perfectionist. Exceptional collaborative and interpersonal skills; dynamic team player with well-developed written and

verbal communication abilities. Highly skilled in client and vendor relations and negotiations. Passionate and

inventive creator of innovative marketing strategies and campaigns; accustomed to performing in deadline-driven environments with an emphasis on working within budget requirements.



## WORK EXPERIENCE

- **CUSTOMER SERVICE PROFESIONAL AT SRG ASIA PACIFIC**  
Help customer with complaints and questions, give customers information about products and services and process return, By helping customer understand the product and answering questions about their enquiries. Also having roles in sales to achieve company and personal target.  
**Jun 2021 – PRESENT**
- **DATA PROCESSING OFFICER AT MAYBANK BERHAD**  
Data Processors are responsible for processing large amounts of data. Usual duties listed on a Data Processor resume sample are doing data entry work, organizing and cataloging data, doing quality control inspections, solving technical problems, and offering support to other employees.  
**Aug 2020 – March 2021**
- **RECOVERY OFFICER AT CTIC COOPERATION**  
Attempt to collect payment on overdue bills by informing customers of their debt and their various option for repayment. When agreeable payment terms are not reached, collection officers take further action in order to collect payment on debt.  
**Jan 2020 - Mei 2020**
- **INTERN AT MALAYSIA TRANSFORMERS**  
Learn how to make a report and list all the potential hazard inside the factory. Also know how to prepare for internal and external audit. Handle all the work permit for the outside workers and able to perform a HIRARC and prepared the report.  
**May 19 - Oct 19**
- **ADMIN ISTRATOR AT CLARIS MUSIC**  
Learn how to deal with customer with patient. Ensure that the company run smoothly.  
**2016 - 2017**
- **CREW TRAINER AT GOLDEN ARCHERS**  
Learn how to deal with customer with patient. Ensure that the company run smoothly  
**2014 - 2015**



## EDUCATION

- **DIPLOMA IN OCCUPATIONAL SAFETY AND HEALTH**  
Pusarawi International University Collage  
**2015 - 2019**
- **SIJIL PELAJARAN MALAYSIA ( SPM)**  
SMK Padang Tembak  
**2010 - 2014**



## CONTACT ME

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## SKILLS

- A confident and friendly personality
- Good communication and interpersonal skills
- Ability to handle difficult customers firmly and politely
- Ability to work effectively in a team
- Ability to stay composed and focused under pressure and during emergencies