**NURSHAQIRA**

[**NURSHAQIRA.333802@2freemail.com**](mailto:NURSHAQIRA.333802@2freemail.com)

**PERSONAL PARTICULAR**DATE OF BIRTH : 18TH MAY 1993  
NATIONALITY : MALAYSIAN  
GENDER : FEMALE

**EDUCATION**

* **BACHELOR OF BUSINESS (HONS) IN BANKING AND FINANCE**  
  - Wawasan Open University   
  - Part time studying in progress (Year 2)
* **DIPLOMA IN BANKING FINANCE**- University Teknology MARA  
  **-** Graduated in 2015
* **SIJIL PELAJARAN TINGGI**- Sekolah Menengah Kebangsaan Convent Bukit Nanas, Kuala Lumpur  
  - Ended in 2010
* **PENILIAN MENENGAH RENDAH**- Sekolah Menengah Kebangsaan Seri Keramat, Kuala Lumpur  
  - Ended in 2008

**EXTRA CO-CURRICULAR**

* **DEBATE**Post : Captain of UiTM Pahang and Vice President of the club  
  Competitions: 1. Piala Debat Dato’ Saifudin, Pahang (Champion and Best Speaker)  
   2. Debat Piala Debat Dato’ Zainal Abidin, Dungun (Semi Final and Best Speaker)  
   3. Novice, Shah Alam (Semi Final)  
   4. Penang Debate Open   
   5. East Cost Debate Competition  
   6. Geomatika Debate Open (Final Adjudicator)  
   7. International Kelantan British Parliamentary (Quarter Final)   
   8. Taylors Debate Open
* **NETBALL**Post : Secretary Club  
  Competitions: 1. UiTM Inter Netball Competition  
   2. UiTM Inter Fac Competition
* **SPOKEN POETRY**Post : Volunteer Lip Movement Poetry  
  Performance: 1. Open Mic in Setiawangsa, De Ja Vu Restaurant   
   2. Open Mic in Damansara  
   3. Open Mic In Shah Alam
* **VOLUNTARY THE NASI LEMAK PROJECT**

Post : Active member

Job : 1. Local independent events  
 2. Feeding the homeless around Kuala Lumpur City Center  
 3. Fund raising for the homeless  
 4. Performance for self-development and fund raising in events

**LANGUAGUES**(Proficiency: 0=**Poor**, 10= **Excellent**)

**Language Spoken Written**----------------------------------------------------------------------------------------  
Bahasa Malaysia 10 10  
English 10 10  
Punjabi 4 0

**COMPUTER SKILLS**

* Spreadsheet (MS Excel)
* Word Processor (MS Word)
* Scanning software (Photo Express, Adobe Acrobat)

**OFFICE AUTOMATION**

* Able to operate modern and high end office automations and equipment such as high-end photocopier machines, fax machine, Electronic whiteboard, printer, scanner, conference phone and etc.

**OTHER SKILLS**

* Demonstrate ability to work with extremely sensitive data and maintain confidential issues at all levels.
* Ability to work under pressure, maintain professional behavior with all level employees and management.
* Excellent public relation/frontline skills in any hospitality industry.
* Quick learner and rapidly becomes familiar with new experience of work.
* Take pride in quality of work
* Strong sense of professionalism and willingness to work extra hours or travelling.
* Bilingual skills in both written and spoken English and Bahasa essential.
* Effective problem solver.
* Pleasant personality, good team spirit and lots of initiative.

**EMPLOYMENT HISTORY**

* **THE WESTIN KUALA LUMPUR**  *MARCH 2016 - CURRENT (FULL TIME)*Position Title (Level) : Learning & Development CoordinatorSpecialization : HR admin and Learning & DevelopmentIndustry : Hospitality
* **OCBC**  *DECEMBER 2015 – MARCH 2016 (FULL TIME)*Position Title (Level) : Assistant Manager 7 (Contact Center)Specialization : Customer service in credit card for Singapore marketIndustry : Banking
* **AVERIS SDN BHD** *JANUARY 2015 – DECEMBER 2015 (FULL TIME)*Position Title (Level) : Contract Admin and Account Analyst  
  Specialization : Administration and Basic Accounting  
  Industry : Shared service
* **BRITISH COUNCIL** *APRIL 2014 – JAN 2015 (PART TIME)*Position Title (Level) : Teaching Assistance and Exam Invigilator  
  Specialization : Customer Care and Teaching Assistances  
  Industry : Education
* **TRADERS HOTEL, KUALA LUMPUR** *APRIL 2011 – JULY 2011 (CONTRACT)*Position Title (Level) : Front Office  
  Specialization : Front Desk and F&B  
  Industry : Hotel/Hospitality
* **GENTING MALAYSIA BERHAD** *DEC 2010 – APRIL 2011 ( CONTRACT)*Position Title (Level) : Customer Relation Officer  
  Specialization : Front Office and Customer Relation  
  Industry : Hotel/Hospitality

**TRAINING ATTENDED**

* **Microsoft Excel 2013 (Intermediate)**  *13.09.2016*To use the function of Excel Sheets
* **First Aid & CPR with AED Training**  *28.07.2016 – 29.07.2016*To be able to perform first aid and cpr in emergency situations
* **Basic occupational Fire Fighting Training** *30.05.2016 – 31.05.2016*Able to fight fire and react in emergency situations
* **Holistic Stress Management** *14.06.2016 – 15.06.2016*Able to manage stress
* **Training Skill Workshop – Train the Trainer** *25.05.2016 – 26.05.2016*Being an internal certified departmental trainer
* **Lean Six Sigma Lead Training by Tham Chek Chuang (Averis Sdn Bhd)**  *27.04.2015 – 30.04.2015*The Universal Methodology for continues process improvement.
* **Tune In by OCBC Bank***27.01.2016 - 28.01.2016*Changing negative talk to positive phrases.