

|  |
| --- |
| **Contact Details** |
| Email: [farveen.371755@2freemail.com](mailto:farveen.371755@2freemail.com) |
| **Personal Particulars** |
| Age : 27  Date of Birth : 9th February 1990  Nationality : Malaysian  Gender : Female  Marital Status : Single |
| **Qualification** |
| Qualification : Attending Bachelor of Teaching English as a Second Language in Open University Malaysia (January 2017 - present)  Graduate of Sunway University in Diploma in Hotel Management (2009 - 2012)  Field of Study : Hospitality  Institute/University : Sunway University  Past Education Achievement: Sijil Pelajaran Malaysia (SPM) in year 2007  Field of Study : Fifth Form  Institute/University : SMK St. Columba, Miri, Sarawak   |  |  | | --- | --- | | Bahasa Malaysia | A1 | | English | A2 | | History | A2 | | Pendidikan Islam | A1 | | Commerce | B4 | | Science | B4 | | Geography | C5 | | Economy | C6 | | Modern Mathematics | D7 | |
| **Languages** |
| (**Proficiency**: 0=**Poor -** 10=**Excellent**)  **Language Spoken Written**  Bahasa Malaysia 10 10  English 10 10  **CO-CURRICULUR PROGRAMMES:-**   * Participated in Nature Education Camp [March 2007] * Represented School in Soft Ball Championship [2007] * Committee Members of Kelab Pencinta Alam [2005-2007] * Participated in Kem Kepimpinan Kokurikulum [August 2006] * Assistant Class Monitor [2006] * Represented school in Kem Mesra Alam [April 2005] |
| **Working Experiences** |
| 1. Tutor at Your Learning Centre (January 2015 - present)  * Monitored, assessed, and remediated student performance. * Developed and implemented comprehensive lesson plans that accommodated specific level of learners while offering support to make certain each student was able to grasp materials. * Identified, selected, and modified resources to meet student's diverse needs and integrated worksheets to vary lessons and consolidate concepts. * Assisted with homework and other class assignments. * Developed academic strategies to improve student self-sufficiency. * Communicated with parents about students' progress.  1. Sales Executive at Mega Hotel Miri (March 2016 – 12th May 2017)  * Assisting the Senior Sales and Marketing Manager in preparing, drafting the hotel’s marketing plans on a quarterly basis, budgets, pricing strategies and hotel promotions; * Organizing various types of events ranging from award ceremonies, seminars, meetings, dinners held by the state and federal governmental agencies (e.g: Darjah Kebesaran, Bintang dan Pingat Negeri Sarawak), political bodies (e.g: PBBs events), private events such as press conference for Miri Country Music Festival hosted by Park City Everly Hotel & Miri sector for MALINDO Airlines hosted by Malindo Airways Sdn Bhd, weddings and convocations. * Maintaining business rapport with the existing clients for purpose of enhancing the brand image of the Hotel, resulting in repeat customers. Sales trip (KL & Kuching) to engage with high level corporate clients in order to maintain business in return. * Handling all the queries from the clients and provide them the best possible solutions.  1. Public Relations & Event Executive at ACICC Malaysia Sdn Bhd, Kuala Lumpur (May 2014 - June 2015)  * Assisting the Managing Director of ACICC in organizing events for SPNB Aspirasi’s marketing campaigns. The marketing campaign was aimed to create awareness for housing properties prospect buyers/investors, of which has assisted SPNB Aspirasi raised their sales; * actively engaged with major corporate organizations such as FAMA, SPNB Aspirasi, SKMM, Plus Highway and Agro Bank in developing and extending various marketing programs and proposal preparation - exhibitions and/or events such as banner, flyers, brochures, led screen, launching their website etc; * Maintaining business rapport which was necessary for execution of the media action plans, to enhance brand image of the firm; * Handled all the queries of business partners to offer the best possible solutions.  1. Worked as Guest Service Agent (Front Office Department) at Miri Marriott and Spa (March 2013 – May 2014)  * Handled the Opera system and managed to resolve any related issues with guest’s reservation and profile. * Handling guest’s complain and request accordingly and ensuring every follow up is done. * working night audit. * Managed to achieved at least one up sell per day. * Received award for champion of the month December 2013 (Front Desk Officer)  1. Junior Marketing Executive at Teledirect Telecommerce Sdn Bhd [Oct 2012 to December 2012]  * Conducting tele-marketing for Astro Campaign programme which include but not limited briefing and explaining customers on products and/or services offered by Astro, soliciting and/or persuading potential customers to purchase offered products and/or services. * Managed to close at least five (5) sales and maximum eight (8) sales per day during the period of employment.  1. Miri Marriot Resort & Spa [March – August 2011]  * Five (5) months compulsory internship programme organized by School of Hospitality Tourism, Leisure & Management, Sunway University. * Extensive exposure throughout the period of five (5) months with given responsibility to assist with the daily affairs and management of Miri Marriot Resort & Spa particularly the Front Office, Finance and Housekeeping Departments. * Assisting Front Office executives via attending and liaising prominent hotel guests including but not limited VIPs and international guests. * Assisting Finance Department with administrative works which include but not limited to preparing invoices, credit card settlement and other administrative works. * Assisting Housekeeping Department with their daily management and other related services.  1. Part Time Legal Clerk at Messrs KL Wong Solicitors & Advocates Kuala Lumpur (November 2008)   Assisting lawyers in the said Firm in preparing and drafting simple legal letters and correspondences. |
| **Personal Attributes**  Possessing good interpersonal skills and excellent public relations, computer literate, very organized and excellent time manager, creative, passionate, energetic, enthusiastic, independent, able to work under pressure, adaptable, leadership qualities and professional  Availability : at anytime |
|  |
|  |
|  |