



SYARIFAH BALQIS BINTI SYED ALI

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Recent graduate with a Bachelor's degree in Counseling and practical experience in social and people-oriented roles through my internship. I combine academic excellence with hands-on knowledge in HR, offering a unique blend of skills. Renowned for my ability to identify, develop, and retain top talent, I am passionate about aligning people with organizational success. I am eager to leverage my academic background and HR experience to contribute to a forward-thinking team or organization. With strong communication, problem-solving, and teamwork skills, I seek a career that allows me to grow and make a meaningful impact.

EDUCATION

UNIVERSITI PUTRA MALAYSIA (UPM)

Bachelor of Counselling

Cumulative GPA: 3.83 (Dean List)

Relevant Coursework: Developmental Psychology, Career Counselling, Crisis Intervention, Social Psychology, Statistics in Counselling, Communication for Professional Development, Psychoeducational Group

Selangor, MAS

September 2019 – July 2023

Foundation in Agriculture Science

Cumulative GPA: 2.95

Relevant Coursework: Physics, Mathematics, Chemistry, Biology, Agriculture

Selangor, MAS

September 2018 – Jun 2019

WORK EXPERIENCE

HR PROJECT COORDINATOR CUM RECRUITER

Tetap Hangat Reliance Sdn. Bhd.

Penang, MAS

August 2023 - Present

1. **Recruitment**

- Conducted comprehensive market mapping to identify key talent pools and trends, enhancing the efficiency of recruitment efforts.
- Successfully managed the entire recruitment lifecycle, from sourcing and interviewing to onboarding, ensuring a seamless process for over 500 candidates.
- Developed and implemented effective sourcing strategies, resulting in a robust pipeline of qualified candidates and a 70% success rate in the first phase of the interview process.

2. **Contract Staffing**

- Designed and implemented retention programs that reduced employee turnover by 15%, fostering a stable and motivated workforce, which led to successful conversions for the client's company.
- Efficiently managed staffing contracts, ensuring compliance with company policies and legal requirements.
- Streamlined the onboarding process for new hires, reducing onboarding time by 20% and improving new hire satisfaction scores, while maintaining strong client relationships.

3. **Contingent Search**

- Led contingent search efforts, identifying and engaging high-potential candidates for critical and hard-to-fill positions.
- Maintained a comprehensive candidate database, enabling quick and effective matching of candidates to contingent roles.
- Achieved a 60% placement success rate for contingent searches, significantly contributing to the organization's staffing flexibility and project success.

TRAINEE COUNSELLOR (INTERNSHIP)

Universiti Kebangsaan Malaysia

Selangor, MAS

March 2023 - July 2023

1. **Program Management**

- Led psychoeducational groups and workshops covering stress management, self-care, and coping strategies, enhancing clients' personal growth and self-awareness.
- Hosted programs, skillfully engaging audiences through informative content, interactive activities, and memorable presentations.

2. **People Engagement**

- Received overwhelmingly positive feedback from clients, who reported improved skills and well-being following counseling sessions.
- Developed therapeutic relationships with clients, fostering a safe and trusting environment for open communication and exploration of their emotional concerns.

3. **Data Management**

- Maintained detailed and confidential records of counseling sessions, ensuring accurate documentation and follow-up.
- Managed the logistical and administrative aspects of event planning, including participant registration, feedback collection, and reporting.

FOOD AND BEVERAGE ATTENDANT (PART TIME)**Penang, MAS***Mc Donald's Malaysia**August 2018 – March 2021*

- Communicates customer feedback or issues promptly to management, contributing to a continuous improvement culture and ensuring a positive customer experience.
- Demonstrates consistently quick and accurate order fulfillment, contributing to the efficient operation of the restaurant during peak hours.

MALAYSIA VACCINE SUPPORT VOLUNTEER**Penang, MAS***Kementerian Belia dan Sukan**August 2021 - October 2021*

- Provided a warm greeting and assistance to clients upon their arrival at the vaccination section, ensuring they felt welcomed and supported.
- Efficiently managed client data entry into specific software and guided them through registration, ensuring compliance with consent procedures and addressing any concerns promptly and effectively.

AWARDS

TOKOH KOKURIKULUM**Selangor, MAS**

Jabatan Pendidikan Kaunselor dan Psikologi Kaunseling UPM

June 2023

- Received award by Faculty of Educational Studies in recognition of exemplary leadership and outstanding contributions to extracurricular activities.
- Represented the university in 6 competitions, the faculty in 4 programs, and the college in 4 programs, achieving a position on the Dean's list for academic excellence.

ANUGERAH PLATINUM**Selangor, MAS**

Kolej Tun Dr Ismail

Mei 2023

- Maintained a consistent record of academic excellence throughout 4 years of study, earning cumulative GPA above 3.75 in Bachelor of Counselling.

LEADERSHIP & EXTRACURRICULAR ACTIVITIES

2024

- Talent Houz Rethink Recycle Reward Program | Team Leader
- AIC (Academic-Industry Collaboration) with Cycle & Carriage | Committee

2023

- Bicara Kaunselor "Alaa-So Sweet" | Speaker
- Program Jerayawara HEP-UKM | Program Vice Director
- Program Anda Berhak Bahagia | Facilitator
- Lawatan Sambil Belajar Dari SMK Bukit Merchu Kuala Kangsar ke UKM | Moderator & Facilitator
- Program Coach of Coaching (CoC) | Facilitator & Speaker
- Projek Bantuan Cahaya Aidilfitri | Moderator
- Program To Gather anjuran bersama PEMADAM UKM | Facilitator
- Slot "Ujian Psikometrik Kerjaya & Personaliti": Sambutan Bulan Pembimbing Rakan Siswa Kebangsaan 2023 | Facilitator
- Program Minda Sihat EmosiSejahtera at Rumah Kanak-Kanak Rembau | Secretary
- Kelab Cenderawasih UPM | Vice Treasurer

2022

- Kelab Cenderawasih UPM | Vice President
- Kelab Mahasiswa Bimbingan dan Kaunseling | Head of Secretary
- Sekretariat Kesukarelawanan & Hubungan Luar (KESHLU) KTDI UPM | Head of Technical & Protocol Committee
- UPM Supports World Volunteering Day | Moderator & Committee
- Mental Health Awareness: Your Story Matters | Committee
- Skuad Sukarelawan Psychological First Aid (PFA) Banjir 2.0 | Facilitator
- International Seminar Breaking The Stigma of Mental Health KMBK UPM & Universitas Negeri Padang
- Indonesia | Participant
- Figura Seni Bahasa | Speaker & Jury

2021

- Isu Seksual Dalam Kaunseling: Bersediakah Kaunselor Novis? | Program Director
- Pantun Samba Za'ba | Participant
- Liga Pendebat Muda UPM | Participant

SKILLS AND LANGUAGES

LANGUAGES: English (High Proficient), Malay (Native speaker)

TECHNICAL SKILLS: Microsoft Office (Word, Excel, Powerpoint), Internet Explorer, Canva, Adobe (Illustrator, Premiere), SPSS Tools

SOFT SKILLS: Communication skills, Good teamwork, Leadership skills, Critical thinking

REFERENCES

Puan Nur Azzah binti Ab Rahim
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