



# NUR ATIQA H JANE BINTI ZULHAIZAD

+60-1175043834 · nuratiqahzulhaizad02@gmail.com ·  
2A0304, Medan Angsana Satu, Farlim, 11500, Air Itam, Penang.

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## ABOUT ME

A highly motivated and dynamic professional with experience in secretarial administration and customer service. I possess strong multitasking abilities and a creative approach to problem-solving. My excellent communication skills enable me to collaborate effectively with diverse teams and work independently when needed. I am dedicated to delivering quality results and providing exceptional service in every task I undertake.

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## KEY COMPETENCIES

Project Management	Emcee	Strong interpersonal skills
Digital Marketing	Communication Skills	Proactive and self-motivated
Travel & Hospitality Management	Time Management	Leadership

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## PROFESSIONAL EXPERIENCE

### Kilang Yeos & Cintan Operator

March - July 2021

As an operator, I was responsible for packaging instant noodles, ensuring product quality, coordinating with the delivery team to supply products to suppliers on time, and maintaining a clean and safe workspace while meeting daily production goals.

### Family Mart Retail Assistant

July - September 2021

As a Retail Assistant, I handled customer orders, identified their interests, and understood their needs to provide personalized service and ensure customer satisfaction.

### Aeon Mall Ipoh Klebang Customer Care Executive

November 2021 - Present

As a Customer Care Executive, I managed customer inquiries and feedback through various channels, communicated important daily announcements, participated in briefings with the Customer Service Supervisor, checked internal building facilities, visited tenants, and assisted in promotional activities and events.

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## EDUCATION & CERTIFICATIONS

### Diploma in Secretary Administration

Kolej Vokasional Taiping

CGPA: 3.24

Sijil Vokasional Malaysia -  
(2017-2018)

Sijil Kemahiran Malaysia -  
Level 3 (2017-2018)

Diploma Vokasional

Malaysia -

Level 3 (2019-2021)