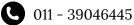
DURATUL ASHIKIN

duratulashikin@gmail.com Sungai Petani, Kedah





OBJECTIVE

A dynamic, energetic individual who is comfortable for anything related to the smooth running of an office. Much experienced in providing full receptionist, secretarial and administrative support. Having a proactive & flexible approach to juggling many different priorities. Demonstrate the ability to complete tasks accurately despite interruptions and competing demands.

WORK EXPERIENCES

ADMIN CUM RECEPTIONIST EUPE CORPORATION BERHAD

2021 - CURRENT

- Greet & assist all walk-in customers and guests with professional manner & friendly
- Handle a large numbers of incoming calls, provide phone coverage, directing incoming calls to the appropriate staff members & taking detailed, accurate messages
- Sort & distribute all daily incoming mails, parcels & any documents to proper person.
- Manage the arrangement for all outgoing local & overseas courier services.
- Effectively interact with staff at all levels.
- Order and stock all office supplies, ensuring adequate supply at all times
- · Operate office equipment & machine in making copies of printed documents, filing, scanning & records.

ADMIN & CUSTOMER SERVICE NESTMAX SOLUTION SDN BHD

2020 - 2021

- · Receive customer orders via telephone, email
- inform customers about the price, discount & billing process.
- Arranging to post out information or goods to customers.
- · Process customers orders on time.
- Handle customer complaints, provide appropriate solution & alternative within the time limit
- · Follow up to ensure resolution.

FRONT OFFICE ASISSTANT EMERALD PUTERI HOTEL

2015 -2016

- Warmly greeted by the 40-50 guest per shift.
- · Coordinate guest registration/ check in/ check out/ room assignment/ room rate.
- Manage 3 phone lines & facilitated over 30+ incoming calls per shift
- Smoothly managed the day to day front desk operation. Whilst managing an efficient & successful
 appointment booking system.

EDUCATION

BACHELOR'S DEGREE OF HOSPITALITY MANAGEMENT

2016 - 2020

UNIVERSITI UTARA MALAYSIA

DIPLOMA IN HOTEL & CATERING

POLITEKNIK TUANKU SYED SIRAJUDDIN

2012 - 2015

SKILLS

Communication Office administration Phone Etiquette Organization Skills

Customer service Microsoft Office Time Management Attention to detail