



DURATUL ASHIKIN



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Sungai Petani, Kedah

 011 - 39046445

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

2021 - CURRENT

EUPE CORPORATION BERHAD

- 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

2020 - 2021

NESTMAX SOLUTION SDN BHD

- 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

2015 -2016

EMERALD PUTERI HOTEL

- 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

2012 - 2015

POLITEKNIK TUANKU SYED SIRAJUDDIN

SKILLS

Communication

Office administration

Phone Etiquette

Organization Skills

Customer service

Microsoft Office

Time Management

Attention to detail