

# FIRDAUS HAIDIE

## Content Moderator


### Work Experience

- July 2020 - Nov 2024** **Majorel Sdn Bhd**  
Content Moderator (Shift Lead)
- reviewing graphic content that user posted on the TikTok Application whether it follows the standard community guidelines
  - handle daily/weekly/yearly target reports to be sent out to clients
- Dec 2019 - June 2020** **Klook Travel Technology Sdn bhd**  
Customer Service English Specialist
- handle call, email, live chats
  - handle customer complaints, refund issue & product or travel package concerns
- Sept - Nov 2019** **Socar Rental Sdn Bhd**  
Customer Service Representative (contract)
- handle call, email, live chats
  - handle customer complaints, refund issue & product or car rental package concerns
- Jan - Aug 2019** **Gamuda Land GMBB Creative Hub**  
Customer Service & Public Relation (contract)
- handle call, email, clients
  - prepare tenancy agreement for shop lot rentals for tenants
- Jan 2017 - Dec 2018** **Boustead Ikano Sdn Bhd**  
Customer Service (concierge)
- work as receptionist, assist walk in customers
  - handle call, email, complaints, redemption, gift wrapping, VVIP escorts, personal shoppers
  - first aid trained
  - events preparations & monitor campaigns
- Nov 2015 - Dec 2016** **Pavilion Management Kuala Lumpur**  
Customer Service (concierge)
- work as receptionist, assist walk in customers
  - handle call, email, complaints, redemption, gift wrapping, VVIP escorts, personal shoppers
  - first aid trained
  - events preparations & monitor campaigns

### Cover Letter


- Attached you will find my humble resume with my previous working experiences with a start of an internship at the hotel industries until my current position as a Content Moderator. I believe with the skill set that I have build over the years I am ready to level up & grow my career with position that you offer on your job advertising page. I humbly hope there will be an opportunity given for me for an interview session with the hiring team to prove that I am worthy to be hired by the management for the position. Thank you & have a great day!



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 <https://www.linkedin.com/firdaushaidie>

 Central Residence  
Soho Suria Sg. Besi

## Education

### Diploma Hotel & Tourism Management

- University Technology MARA (Pulau Pinang)
- Dec 2011 - Sept 2015

## Skills

- Zendesk
- Helpdesk
- Lark
- TCS
- Slack

## Language

- English
- Malay

## Hobbies

- Food hunting, Picnic, Cooking, Karaoke, Travel

## Personality

- INFJ-T