

SITI NOOR FARHANA BINTI SJAF RIZAL

farhanarizal3@gmail.com

+60142525092 / Air Itam, Pulau Pinang

Technologically savvy and goal oriented professional social workers. A fresh graduate with an undergraduate degree in social work studies seeking suitable job position at reputed organization to implement advanced communication and managerial skills along with sales and marketing knowledge.

1. Bachelor Degree in Social Work (Universiti Sains Malaysia) Sept 2018 – Sept 2022

- Successfully graduated with honors on time with CGPA 3.49.
- Successfully completed all Three internship programme with A Grade:-
- Pejabat Kebajikan Masyarakat Daerah Timur Laut.
- Project Research (Restorative Justice.
- Dealing with Air Itam Community and learning about leadership and programme management by joining the association when studying at university.

WORK EXPERIENCE

1. Sport Advisor (Decathlon Malaysia) May 2023 – Present

- **Providing guidance and assisting sellers and buyers** in sport marketing field and advice about technical product and gave solution that fulfil customer expected.
- **Performing environmentally friendly** to promote Second Life and Eco – design product.
- **Research on commercial policy** that analyse sport practice regarding environment and implement an execution commercial plan to sell the product accordingly to data collected.
- **Develop networks and cooperate** with service and inventory team regarding upcoming and safety product.
- **Product Knowledge especially on outdoor product such as tent.**
- **Successfully involve as Second Life Relay** (conduct a store project regarding second hand item that be returned from customer)

2. Assistant Supervisor (Watson's Sdn Bhd) April 2022 –June 2022

- **Monitoring** staff and beauty consulted to organized items according to the PLU number and alert to price update.
- Prioritized efficiency and organised internal document, forms and application to maintain compliance on daily basic such as **update daily sale in system.**

- **Arrange inventory** for certain product.
- **Maintaining positive business relationship** to ensure future sales for the company.
- **Supply management with reports** on customers need, problems, interest competitive activities and potential for new products and services.

3. Social Worker (JKM) Internship

Sept 2019-Nov 2019

- **Identify people** or **communicate** in need of assistance.
- **Conduct assessments** for client (needs, strength, situation, and other types of assessments) by individual or group intervention.
- **Create a plan for assisting** the client and carry out to help them adjust to challenges in life or overcome a crisis.
- **Refer client** to community resources that can fill identified needs.
- **Follow up with clients** to ensure the situation has improved.

SKILLS

1. Soft Skills

- | | |
|----------------------|---------------|
| • Leadership | Expert |
| • Open Communication | Expert |
| • Problem Solving | Expert |
| • Handling Projects | Expert |

ACHIEVEMENT

1. **Second- Life Relay for Northern (Decathlon Malaysia)**
 - **Successfully handle** the procedure of receive and sell second hand product (Top 5 store in Malaysia selling second life item with 5qty monthly).
 - **Being the communication designer for Second Life Information in store.**
2. **Partnership with HerMission (The North Wall 2.0 at Bukit Keteri, Perlis)**
 - The purpose of this programme is to encourage and acknowledge northern region about climbing.
3. **Project Leader for Rock Climbing in Kelab Rekreasi Unisains.**
4. **Working in team and responsible** for safety of participants.
5. Successfully managed to **increase knowledge of outdoor activities according to Commercial Policy (region : Georgetown, Penang) and within the event held.**

REFERENCE

Nur Syafiza Binti Saberi
 Mountain Department Leader of Decathlon Gurney Paragon
 Email: nursyafiza.saberi@decathlon.com