



Ain Humaira Shahariza

ADMIN MANAGER & HUMAN RESOURCE ASSISTANT

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Ayer Itam, Penang

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Professional Summary

I am very optimistic and friendly, I can quickly integrate into the work environment. I am a person who loves my job, focus on work task and an extremely strong sense of responsibility. Proactive Sales Administrator offering 5-year background processing sales orders, arranging deliveries and rendering after-sales support. Liaises well with sales teams and handling ad-hoc sales queries and orders. Proficient in Human Resource assistant with in-depth knowledge and responsibilities assigned. Communicative and direct professional committed to achieving quality results.

Work History

11/2019 - Current

Administration Manager (Sales Support Executive & Human Resources Assistant)
WATSON PROPERTY GROUP & FINDIT BERHAD, George Town, Penang

- Managing reports and presentations of sales manager
- Providing supports for sales representative
- Involving with clients request
- Keep updated Lots Inventory
- Providing contracts with exact and accurate delivery dates and pricing
- Updating customer databases and maintaining records
- Keeping track of sales target
- Managing documentation and filling systems for records
- Monitoring event attendance and turn ups
- Run an event on weekend basis and preparing hotel arrangement and events tools
- Preparing and editing letters, reports, memos and emails
- Maintaining folders on servers
- Liaising with teams and units
- Managing compliance
- Preparing contracts of S&P
- Managed event contract
- Managing client account record on track
- Greeted investors, employees and clients politely and professionally for excellent reception service on the weekend events basis
- Prepare Payroll Summary
- Calculate deductions
- Prepare Offer Letter Acceptance
- Incharge of Labour Law Case
- Assisting Management On Hiring and going thru resume that suitable for the roles
- Incharge for enrolling new staff
- Streamlined office processes by implementing efficient administrative systems, resulting in increased productivity and reduced operational costs
- Facilitated the hiring process by working closely with HR in candidate screening, interviewing, and onboarding new staff members

- Negotiated favorable contracts with vendors for office supplies and hotel contract, reducing overall operational expenses while maintaining quality standards
- Promoted a positive workplace culture by addressing employee concerns promptly and implementing initiatives aimed at boosting morale and job satisfaction
- Ensured compliance with relevant laws regulations by developing robust policies procedures governing administrative operations within the company

04/2018 - 01/2019

GUEST SERVICE AGENT

JEN HOTEL PENANG, BY SHANGRI-LA

- Maintained consistent positive customer feedback
- Handled claims consistent with clients and corporate policies and procedures, best practice and regulations
- Coordinated between billing department and customer to resolve problems
- Maintained cash flowed and accurate billing with 100% assured currency

02/2016 - 01/2018

WAITRESS (PARTIME)

TRADERS HOTEL PENANG, BY SHANGRI-LA, George Town, Penang

- Applied communications and problem solving skills to resolve customer complaint
- Set up based on event orders
- Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization
- Greet and escort customers to their tables
- Follow all relevant health department regulations
- Deliver checks and collect bill payments

Education

01/2016 - 01/2018 **PRE-U (STPM) /A-LEVEL, MUET (MALAYSIAN ENGLISH TEST), IELTS (INTERNATIONAL ENGLISH LANGUAGE TEST), HAJI ZAINAL ABIDIN, PULAU PINANG**

Languages

English

Bahasa Malaysia

Skills

ORGANISATIONAL SKILLS

ABILITY TO PRIORITISE

WORKLOAD

ADMINISTRATIVE

BACKGROUND

RECORDS AND DATABASE
MANAGEMENT

PROBLEM-SOLVING

APTITUDE

ABILITY TO WORK WELL IN A TEAM

COMMUNICATION