



## NOOR BASHIRAH BINTI BASRI

Email: [bashirahbasri@gmail.com](mailto:bashirahbasri@gmail.com)

Mobile: +6012 4139166

Nationality: Malaysian

### PROFESSIONAL EXPERIENCE

**SYSTEMATIC AVIATION SERVICES SDN. BHD.**  
SENIOR COMMERCIAL EXECUTIVE

**SELANGOR, MALAYSIA**  
MAR 2023 – PRESENT

- Assist in developing new local and overseas market for potential commercial opportunities.
- Assist in managing, preparing, and vetting of commercial contracts.
- Attend networking events and build industry connections to facilitate business growth.
- File and maintain client agreements, contracts, confidentiality agreements and other documentation in relation to the commercial activities.
- Follow up on client projects so as to oversee the progress of such.
- Maintain communication with clients and handle routine enquires when relevant.
- Initiate the conduct of technical and commercial discussions between clients and SAS department heads.
- Prepare proposals and review quotations prior to sending them out to customers.
- Carry out any other ad hoc duties as required by the Head of Commercial

#### Significant Highlights

- Promote and manage marketing materials (print and digital) for SAS' first skydive event.
- Promote and manage SAS' helicopter and fixed wing city tours and charters for joyride events.
- Manage and record the Commercial Unit petty cash flow, and orders of stationery and goods for office use.

**SYSTEMATIC AVIATION SERVICES SDN. BHD.**  
PERSONAL ASSISTANT TO THE CEO

**SELANGOR, MALAYSIA**  
JUN 2020 – PRESENT

- Assist in planning and organising business and social events, meetings, and conferences.
- Assist the CEO and the management team in preparing government tender documents.
- Handle confidential contracts, documents, and general correspondences for office records.
- Liaise with airlines and travel management companies to coordinate all aspects of travel arrangements for the CEO and SAS management personnel, as instructed by the CEO.
- Manage CEO's schedule, including setting up appointments with various clients, arranging travel plans, and recording of minutes of meetings.
- Provide full spectrum of secretarial support to the CEO and Department Heads.
- Support expatriate executives on application of Employment/Independent passes, relocation, arrangement for car and accommodation, and other personal and family concerns.

- Liaise and deal with the company contractors regarding office maintenance and renovation works.

### Significant Highlights

- Created a new database system to record client details, list of contracts, and other administrative details for a more systematic approach to record details.
- Managed and liaised with the contractors, interior designers, and relevant utility companies (e.g. Tenaga Nasional Berhad, Jabatan Air Selangor) for purpose of setting up new training facility in Denai Alam.
- Worked alongside HR Department to create a process that promotes efficiency in terms of renewal of MAHB security passes, vehicle entrance stickers.
- Managed and hosted company business events for purpose of networking and business promotional activities.

### **SYSTEMATIC AVIATION SERVICES SDN. BHD.** FLIGHT OPERATIONS PROTÉGÉ

**SELANGOR, MALAYSIA**  
OCT 2019 – MAY 2020

- Handled the movement process of clients and passengers into the airside area.
- Handled MAHB Aviation Security for VIP escorts to the airside area.
- Assisted foreign pilots and passenger with international immigration clearance at Subang Airport.
- Assisted SAS Flight Operations Manager in coming up with the Emergency Procedure Manual and Checklist for Bell 505 helicopter.
- Assisted the Flight Operations Department with content of SAS' safety helicopter leaflet.
- Facilitated in the updating of In-Flight Intercept Procedure, Weight and Balance, and Aircraft Lease Agreement for Bell 505 helicopter.
- Assisted in the preparation of trip kit which includes the flight plan, manifest, weather forecast and NOTAM prior to flight.

### **CIVIL AVIATION AUTHORITY MALAYSIA** INTERN/APPRENTICE

**PENANG, MALAYSIA**  
JAN 2018 – MAY 2018

- Completed the tasks as assigned by the superior and assisted in the day-to-day operations of the unit that was assigned to.
- Assisted with the amendment of Aeronautical Information Publications (AIP) and the filing and recording of such document to their latest update.
- Assisted in the updating and transmitting of weather condition every 30 minutes into the Computerised Automatic Terminal Information Service (CATIS) System.
- Carried out routine checking of emails for new flight plans and Notice to Airmen (NOTAM) that were submitted via email and updated such flight plans into the relevant system.
- Recorded daily aircraft movements into the Aircraft Movement Sheet (AMS) so as to track the total number of aircraft movement for the day.
- Had the opportunity to experience the operations of runway inspected conducted by the airport operation crew.
- Assisted the Meteorology Department to release the weather balloons so as to collect data that would enable the meteorologist to make weather forecasts.

**SUNSHINE WHOLESALE MART SDN. BHD.**  
MANAGEMENT TRAINEE (CUSTOMER SERVICE)

**PENANG, MALAYSIA**  
SEP 2014 – MAY 2015

- Completed all assigned tasks and facilitated in the day-to-day operations.
- Helped customers with any queries and complaints, ensure customers' satisfaction and provided professional customer support.
- Kept records of customers' interactions, transactions, comments, and complaints.
- Managed a team of junior customer service representatives to make sure the smooth running of the day-to-day operations.
- Observed and learnt from experienced staff members to gain knowledge of company policies, protocols, and processes.
- Worked at the checkouts to scan goods and process cash or card payments.

**SUIWAH CORPORATION SDN. BHD.**  
ACCOUNT & FINANCE INTERNSHIP

**PENANG, MALAYSIA**  
JAN 2014 – JUN 2014

- Checked and sorted all the purchase order given by the vendor based on the deadline given by the superior.
- Processed invoices and cheques for the vendors for prompt payment settlement.
- Submitted complete invoices to the supervisor for approval of the payment.

## **EDUCATIONAL & PROFESSIONAL QUALIFICATIONS**

- **UNIVERSITI KUALA LUMPUR MALAYSIAN INSTITUTE OF AVIATION TECHNOLOGY**  
BACHELOR'S IN AVIATION MANAGEMENT
- **KOLEJ POLY-TECH MARA ALOR SETAR**  
DIPLOMA IN BUSINESS MANAGEMENT

## **SKILLS**

**Skills:** Microsoft 365 Office (Power point, Word, Excel & Note), Canva Apps, Google Calendar, One Drive and Google Drive. Fluent in Malay. Conversational in English.

**Other Additional Skills:** Multitasking, High attention to detail, Problem solving, Computer literacy, Teamwork, Administrative and Customer Service.

## **COURSES & CERTIFICATION**

- Safety Management System Awareness
- Crew Resources Management (CRM)
- Finance for Non-Finance Professionals
- Customised Basic Outbreak First Aid, CPR and AED

## OTHER INFORMATION

- Technical Skills: Microsoft Office (Word, Power Point, Excel, OneNote, Outlook), Canva, and Google Calendar.
- Language: Bahasa Melayu and English.

## PERSONAL REFERENCES

Name : Capt. Ajazi Bin Jamaluddin  
Address : Systematic Aviation Services Sdn Bhd  
SAS Hangar, Sultan Abdul Aziz Shah Airport  
47200, Subang Selangor.  
Designation : Flight Operation Manager  
Tel No. : 012-5060717

Name : Mr. Mohammad Faizal Bin Aziddin  
Address : Systematic Aviation Services Sdn Bhd  
SAS Hangar, Sultan Abdul Aziz Shah Airport  
47200, Subang Selangor.  
Designation : Head of Contract and Administration  
Tel No. : 017-3526787

Name : Ms. Yang Azura Binti Othman  
Address : Systematic Aviation Services Sdn Bhd  
SAS Hangar, Sultan Abdul Aziz Shah Airport  
47200, Subang Selangor.  
Designation : Head of Commercial  
Tel No. : 016-9074543