



Siti Najihah bt. Roslim

**Bachelor of COMPUTER SCIENCE
(MULTIMEDIA COMPUTING)
with Honours**



Personal Info

Age

25

Nationality

Malaysia

Phone

+6017-9188231

Email

sitinajihahroslim@gmail.com

Referees

Available upon request



Summary

Experienced working in a telecommunication company as a Customer Service Representative and retail company as Assistant Supervisor. Highly analytical, motivated and skilled at solving problems. Can work well both independently and in a team. Self-motivated, eager to learn, can work in a fast-paced environment and effectively communicate with other people.



EDUCATION

- **BACHELOR OF COMPUTER SCIENCE (MULTIMEDIA COMPUTING) WITH HONOURS | 2016-2020**
 - Universiti Tun Hussein Onn Malaysia (UTHM)
- **MATRICULATION | 2015-2016**
 - Kelantan Matriculation College
- **SECONDARY SCHOOL | 2010-2014**
 - Sekolah Menengah Sains Setiu
 - Sekolah Menengah Kebangsaan Dato' Perdana



PROFESSIONAL EXPERIENCE

- **Assistant Supervisor MR. DIY (June 2021 – Current)**
MR. DIY Tamarind Square, Cyberjaya
 - Maintaining store to standards, including stocking & cleaning.
 - Ensuring a consistent standard of customer service.
 - Processing refunds & exchanges, resolving complaints.
 - Completing tasks assigned accurately & efficiently.
 - Hiring, training & developing new employees.
 - Organizing employee schedule
 - Handle arrangement & execute promotion material and in-store-displays.
- **Customer Service Representative (Jan – Dec 2020)**
Telekom Malaysia Berhad - TMpoint Kota Bharu
 - Attracted potential customers by answering product and service questions and suggesting products and services such as Unifi and Streamyx
 - Resolved product or service problems by clarifying the customer's complaint, explaining the best solution and following up to ensure resolution
- **Capability Management Trainee (Jul 2019– Jan 20)**
PETRONAS Chemicals Ethylene Polyethylene Sdn Bhd.
 - Assisted in training registration , preparing Letter of Undertaking (LOU) and apply Human Resources Development Fund (HRDF)
 - Responsible for in-house training room booking process include refreshment and training materials arrangement
 - Handled invoices regarding in-house and external training
 - Managed trainee needs such as documents, PPE supplies and allowances



Skills and Languages

- Computer skills
 - » Microsoft Office (Word, Excel, Power point, Outlook)
 - » Adobe (Photoshop, Illustrator, Premiere Pro))
- Communication Skills (Malay, English)
- Problem Solving
- Teamwork
- Time Management
- Adaptability
- Work Ethic