

# ASWINIE A/P RAJA



Address : Lot 68, Kampung Dato Sri Kamaruddin,  
32400 Seri Manjung,  
Perak.  
Mobile : 018-3681808  
Email : [aishudevi020@gmail.com](mailto:aishudevi020@gmail.com)  
Age : 23 years old  
Date of birth : 05/02/1998  
Nationality : Malaysian  
Gender : Female  
Marital status : Single

## MY CAREER OBJECTIVE

To be part of an organization that is dynamic, fast paced that involves professional challenge and willing to learn and work hard to improve and establish myself in a dynamic organization Where I can utilize my knowledge. To continue to grow in leadership and knowledge to gain Further exposure, experience Interact, and share with team members and colleagues. Able to work long hours Communication skills Time management Sense of responsibility Creative and resourceful.

## MY ACADEMIC QUALIFICATION

Higher Qualification : DIPLOMA IN EARLY CHILDHOOD EDUCATION  
School : OPEN UNIVERSITY MALAYSIA.  
Year : CURRENT (PART TIME)

Higher Qualification : CERTIFICATE IN AVIATION  
School : ATIC AIRLINE ACADEMY

Company : Aloft Hotel Kuala Lumpur

Experience level : Dec 2017 - Dec 2018

Position : Customer Service

Specialization : Junior Executive

Work description.:

- Answered phones, responded to customer inquiries and transferred calls to appropriate staff members.
- Managed all front desk operations for busy high-volume hotel.
- Worked with customer service and phone operators to meet all incoming guest needs, smooth check-in processes and maximize satisfaction.
- Conducted high night audits to keep bookkeeping current.
- Posted room charges such as food, amenities and telephone calls based on individual customer actions.
- Managed customer complaints and rectified issues to complete satisfaction.
- Monitored reservations to track incoming parties and special events.
- Arranged airport and travel transport for the guest.
- Handled email and live chats.

Company : SCICOM

Experience level : Nov 2016 - Nov2017

Position : Customer Service Representative

Specialization : Junior Executive

Work description.:

- Take orders, determine charges, and oversee billing or payments.
- Review or make changes to customer accounts.
- Record details of customer contacts and actions taken.
- Research answers or solutions as needed.
- Refer customers to supervisors, managers, or others who can help.

**Expected Salary: RM1,500**

**Own transport: Yes**

**Immediate Join: 1 week**

