



PROFILE

Name

Norhayana Bt Umar

Address

No 6, Jalan Pulau Indah U10/58A
Taman Subang Impian
40150 Shah Alam
Selangor Darul Ehsan

Contact

019 – 754 7485
017 – 204 1485

Email

norhayana1974@gmail.com

LinkedIn URL

www.linkedin.com/in/norhayana

REFERENCES

Mr Soh Choo Sen
Chief Financial Officer
Iskandar Investment Berhad
Tel : 011-10292121

Mr Siva Kannan
Director of Commercial, HR &
Legal
Malindo Air Leasing (L) Berhad
Tel : 011-26977835

OBJECTIVE

To excel among the Professional, where I can practice my skills with strong commitment and dedication for the progressive growth of the company.

CAREER SUMMARY

Executive Secretary with over 15 years' experience in secretarial functions, managing corporate office activities and administration to Senior Management in various industries. Possess natural aptitude in public relations liaising with government agencies and statutory bodies on behalf of the company. Point of contact between executives and internal/external client.

STRENGTH

I have been described as a reliable, determined and able to work with a minimum supervision. With my work experiences, aptitudes and accomplishments has enhanced my competency to multi-tasking and ability to work with various levels of management. Highly motivated, mature, organized, resourceful & persistent.

EDUCATION

SIJIL PELAJARAN MALAYSIA VOKASIONAL (SPMV)

SEK. MEN. VOKASIONAL KLANG

Year : 1990 - 1991

Vocational Course: Business Management (Pengurusan Perniagaan)

- Basic Business Principal
- Basic Data Processing – Computer
- Basic Accounting – Ledger/Bookkeeping

SIJIL RENDAH PELAJARAN (SRP)

SEK. MEN. CONVENT KLANG

Year : 1987 - 1989

SRP - Grade A

PROFESSIONAL COURSES

1. Strengths Based Leadership Programs by Leaderonomics
2. IIB Teambuilding by Lighthouse Consulting
3. Blue Ocean Strategy (BOS) In – Action Workshop by UCSI BOS
4. Goods & Tax Hand-Hand Holding Program by Royal Malaysia Customs Department Johor
5. Seminar Aspirasi Setiausaha by Positive Event Solutions
6. Seminar Meningkatkan Kecemerlangan Setiausaha, Pembantu Tadbir & Penyelia by Quality Dynamic Consultancy
7. Quality Awareness and Understanding of ISO 9000 by QAI S/B

CAREER PROFILE

November 2021 – March 2022

Volunteer at PPV Centre - TGGD Medical Sdn Bhd

Admin Assistant (Partime - daily basis)

1. Assist in registration for vaccination by appointment in MySejahtera.
2. Assist the process for final verification for vaccination completion in MySejahtera.

August 2020 – November 2020

Pengurusan Air Selangor Sdn Bhd

Executive Secretary

1. **Secretarial & Administrative Duties to Head of Department, Corporate Communication**
 - Point of contact between internal & external parties on all matter pertaining to the HOD.
 - Provide full secretarial & administrative support to the HOD and Head of Sections.
 - Organize, schedule and coordinate meeting and maintaining calendar activities for the HOD and Head of Sections.
 - Assist in the administrative support and maintaining all documentation and circulation of document for internal and external requires the HOD attention and approval.
 - Ensuring documents or proposal transmitted to HQ circulated or delivered to the respective Department and Region and likewise.
 - Follow up with respective HOS and other department for any updates/progress to the HOD from time to time.
 - Prepare and declare expenses in Annual Budget Report (OPEX & CAPEX) for Corporate Communication Department for final review.
 - Custodian for the Corporate Premium item and updating the stock card from time to time.
 - Assist in Procurement process and purchasing matters declared in system accordingly.
2. **Company's functions or events.**
 - Participate in in-house training & development program and other approved internal & external programs.
 - Actively take part in company events or functions.

July 2019 – March 2020

Malindo Air Leasing (L) Berhad

Executive Secretary

1. **Secretarial & Administrative Duties to Director of Commercial, HR & Legal**
 - Serves as the primary contact point of contact for internal staff and external parties on all matters pertaining to the Director.
 - Provide full administrative and secretarial support to the Director
 - Make travel arrangement or duty travel for Director. Arranging for hotel reservations with standing instruction of Internal office memo.
 - Organize, schedule and coordinate meeting and maintaining calendar activities for the Director.
 - Provide administrative support for Labuan's Office and maintaining all documentation and filing including registration, legal and secretarial related matter.
 - Assist in the documentation and submit request for signatory/approval to Director and other signatories been circulated or delivered accordingly as required by related department.
 - Follow up with respective HOD/Managers for any updates/progress to Director from time to time.

Nov 2014 – Jan 2019

**Iskandar Investment Berhad
Executive Secretary**

1. Secretarial & Administrative Duties to Chief Financial Officer (CFO)

- Provide important level administrative support by conducting research, screening and handling information request. Perform secretarial functions such as preparing correspondences, taking dictation, receiving visitors, arranging conference calls, scheduling calendar and monitoring meeting invites for CFO and attending the same with other department and external request.
- Make travel arrangement i.e. Prepare & Monitor Business Travel Approval (BTA) for CFO on weekly basis. Arranging for hotel reservations with standing instruction of LOU for each trip.
- Process monthly BTA & Entertainment or Miscellaneous Claim and declared before the dateline.
- Apply and monitor Leave application and declare Leave Passage claim as per trip and utilization budget for CFO. Declaration of CFO's Corporate Card expenses.

2. Corporate Office Activities

- Admin Support - Assist CFO Division in KL Office on the BTA i.e. Hotel reservation and flight booking and LOU arrangement. Verify Claim and leave application for Finance KL staff.
- Assist in the documentation and submit request for signatory/approval to CFO and other signatories been circulated or delivered accordingly as required by related department. Ensuring documents or proposal transmitted to KL Office circulated or delivered to the respective and likewise.
- Prepare and declare expenses in Annual Budget Report (OPEX) for CFO's office expenses and submit to FOB Department for final review.
- Petty Cash Custodian for IIB KL Office - Assist in Petty Cash Advance request or reimbursement Claim Expenses. Collate and reconcile all requisitions against receipt and supporting document.

3. Company's functions or events.

- Participate in in-house training & development program and other approved external programs.
- Actively take part in company events or functions.

Apr 2013 – Sept 2014

**Infrakomas Sdn Bhd
Executive Assistant**

1. Secretarial & Administrative Duties to Chief Financial Officer (CFO)

- Provide clerical support to colleagues in the division.
- Check and verify staff claims, attendance/leave records and punctuality.
- Manage division stationery stock and ordering including record keeping.
- Back-up for secretarial and administrative support to MD's Office.

2. Corporate Secretarial Office Activities

- Ensure timely submission of all registration or licensing and renewal of all registration or licensing involve in relevant authorities upon approval/review by Head of Department in charge of registration and licensing.
- Assist in maintaining all filing system for registration, incensing, legal and secretarial.
- Assist in HR activities including recruitment, training, HR events as and when needed.
- Direct involve in organizing IFK Club or Company events e.g. festival events/seminar/dinner etc.

2008 – Mac 2013

Intraxius Group of Companies

Secretary

- Perform personal assistant and secretarial support to Group Managing Director (GMD)
- Manage meeting schedules, report, appointment, phone calls screening and taking dictation.
- Close liaison with supplier and clients for special projects.
- Data collection and distribution tasks are completed, ranging from collection, research, compilation, summarization and formatting of data, preparation of meeting material, maintenance of budget records/reports, proofreading/editing of documents and/or composition of standard correspondence.
- Attend to Promotions and Sales for Company's event.
- Tender documentation Committee.
- Represent GMD for meeting during his absent.
- Handle personal and family matters for the GMD.

2004 – 2008

Self Employed

Managing Family Business in Civil Engineering & Construction Work

(F Class Contractor) – Civil Construction and Earthwork

- Complete and successfully delivered Construction project awarded through Government Tenders or Kerja-kerja Undi. (including maintenance and repair works)
- Handle and supervise foreign worker and supply of manpower for Landscape and Cleaning Service.

1999 – 2004

PBJV Group of Companies (Barakah Petroleum)

Secretary

- Screen all calls and set priority on issues needing the attention of Managing Director.
- Prepare reports / presentation materials and draft minutes of meeting, internal memo and other correspondences.
- Assist in sourcing for Financial Application and liaison with Financial Institutions.
- Liaison with relevant Government bodies; KWSP, SOSCO and LHDN.
- Assist in Human Resources Duties for new recruitments.
- Involve in preparing tender documentation and procedures.
- Carry out outstation duties with MD especially visiting on site or branches.
- Manage MD's personal & family matters.

1997 - 1999

Megalift Sdn Bhd

Junior Secretary

- Daily secretarial Duties to Admin & Accounts Manager.
- Assist in administration and clerical works for the department.
- Attend to supplier and client's meeting with Admin & Accounts Mgr.
- Data entry for client and suppliers detail.
- Any other duties that may be specified from time to time.

1996 – 1997

Candy Bouquet/1901 Hot Dogs

Secretary

- Daily secretarial work to MD & ED.
- Responsible as Customer – Services point in handling inquiries and taking sales order.
- Prepare promotions release for Outlet and Press Conferences.
- Experienced in Sales and F&B operation crew at Kiosk and Outlet.
- Any other duties that may be specified from time to time.

1994 - 1996

Holiday Villa Hotel, Subang

Junior Secretary

- Daily secretarial work to F&B Manager.
- Cover the duties in administration and clerical works for all F&B outlets.
- Prepare minutes and attending to post mortem meeting for F&B Outlet.
- Prepare promotions release for outlet and press conferences.
- Any other duties that may be specified from time to time.

1992 - 1994

World Transportation Sdn Bhd

Receptionist cum General Clerk

- Responsible as a Front Desk representatives. Attend to visitor or client.
- Take up clerical duties in administration department.
- Any other duties that may be specified from time to time.

TECHNICAL SKILLS

Competent in using : 1) MS Office (Outlook, Word, Excel, Power Point)
2) Google Doc

LANGUAGES

	Speaking	Written
Bahasa Malaysia	Excellent	Excellent
English	Good	Good