



FARAH AINA AHMAD SHAUKI

📍 Sg. Besi, KL, Malaysia
☎ +60132017000
✉ farahaina.shauki@gmail.com

PROFESSIONAL SUMMARY

I look forward to an appropriate position in a challenging environment that will allow me to build a long-term career, apply skills, learn new things and work as a team to grow with the organization in a positive atmosphere.

WORK EXPERIENCE

SECRETARY AND PERSONAL ASSISTANT TO GROUP CEO KENAF VENTURE GLOBAL SDN BHD (APR 2021 – PRESENT)

- Responsible in managing the Group CEO's day-to-day administrative and operational matters.
- Assist GCEO on daily project management duties, making appointments, prepared complex travel arrangements/ VISA, coordinating business schedules, itinerary, minutes of meeting and general correspondence. Liaise with clients and business guests.
- Support GCEO on the general business planning process and preparing budget together with the finance department
- Handling of personal and private/ confidential matters for the Group CEO and/ or immediate family members of the Group CEO as instructed
- Act as the point of contact among executives, employees, clients, and other external partners
- Building strong relationships with the existing portfolio of partners
- Monitor deadlines and follow ups with respective teams and heads of department on progress from time to time
- Provide full administrative support to the said Executive Directors (EDs) and team members

ADMIN EXECUTIVE AND PERSONAL ASSISTANT *CHULIA FACILITIES MANAGEMENT SDN BHD (SEPT 2019 – APR 2021)*

- Provide comprehensive administrative and personal support to the founder of a maintenance and services company, with a scope of responsibility that includes: - dictation, appointment scheduling, tax accountability, correspondence, travel coordination, insurance, office management, event planning functions, corporate and personal billing, vendor relations, client contact and maintained records of employee information.
- Planned all details for highly successful client relations events including seminars on financial planning, and stockholder banquets.
- Screened and prioritized incoming requests, directing to appropriate departments as needed - personally addressed issues, concerns and resolved problems.
- Liaise with clients and business guests.
- Oversea office correspondence.
- Attend business meetings and handled the meeting minutes.
- Ordering office supplies and replacements, as well as managing mail and courier services.

MARKETING EXECUTIVE CUM SALES SUPPORT ADMIN
CHULIA PHARMA SDN BHD (OCT 2017 – SEPT 2019)

- Responsible in identifying target market (for hand sanitizers, Ridov)
- Promotional activities – involved in exhibitions/booth to promote the new system, new products (fibrin), Roadshow for Dialysis Project and Continuous Medical Education (CME) - promotional medical device (ultrasound, dialysis machine and blood glucose meter)
- Managing clerical work, maintain filing system, order office supplies and handle expenses (petty cash) and billing cycle
- Track's sales data, plans meetings, maintains databases, and prepares report.
- Prepared marketing reports by collecting, analyzing, and summarizing sales data.
- Researched competitor products by identifying and evaluating product characteristics, market intelligence, pricing, and advertising; maintaining research databases.

FIELD REPRESENTATIVE

APPCO ASIA SDN BHD (MAC 2013 – AUG 2014)

- Responsible for functioning as a professional liaison between client and organization. Resolve customer complaints by investigating problems, developing solutions, and making recommendation to management.
- Plan daily activities and provide daily recap of results and accomplishments to management team.
- Use various customer sales methods – door to door, cold calling, booths
- Plan and set sales appointments with customers

CUSTOMER RELATIONSHIP OFFICER

HONG LEONG BANK BERHAD (FEB 2012 – JAN 2013)

- Service customers over the phone and practices telephone courtesies at all times.
- Practicing quality in all aspect of the job to ensure customer satisfaction.
- Continuously strive to achieve and exceed agreed productivity and KRA targets in line with unit objectives.
- Ensure good customer retention by providing excellent and professional services.
- Consistently cross sell and upsell group's financial products and services during customer interaction.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION (HONS)
INTERNATIONAL BUSINESS (2014 - 2017)
UITM BANDARAYA MELAKA

DIPLOMA IN INFORMATION MANAGEMENT (2010 - 2012)
UITM MACHANG, KELANTAN

ACHIEVEMENTS

- Leadership Certificate
- Interpersonal and Human Relation
- Persuasive Communication
- Top Roller
- Firsthand experience the challenges during tumultuous time

CORE QUALIFICATIONS

LANGUAGES

- Malay (Native)
- English (Professional Working Proficiency)
- Arabic (Basic)

PERSONAL STRENGTHS

- Management
- Leadership
- Communication
- Teamwork
- Problem Solving

SKILLS

- Able to process sensitive data and handle all correspondence and dictation with uncompromised integrity and confidentiality
- I can easily build rapport with clients, vendors, and project stakeholders both in person and in writing
- Always maintains a positive and consummately professional demeanour, with the ability to instil the trust and engagement of others

INVOLVEMENTS

- Halal Vaccine - Strategic collaboration with Indian company
- APPL Project - Supply and distribute generic pharmaceuticals to MOH
- Dialysis 1 card - System integration for centralized procurement private hemodialysis center
- Medical Device Project - Propose leasing concept to MOH in order to procure medical device
- Project with KIRIN
- Dubai Expo 2022
- MoU Signing with several companies and Universities in Malaysia & International

REFEREES

Muhammad Syakir | Special Officer to GCEO

Kenaf Venture Global Sdn Bhd

+6019 559 2763

syakir@kvgsb.com

Jamaludin Elis | Chief Executive Officer

Chulia Pharma Sdn Bhd

+6017 226 8727

ellisjamall@gmail.com