

# Suri Ezrina binti Samsuri @ Ab Hamid



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## Experience

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21 years of total experience

May 2012 - Present  
(7 years 8 month )

### **Secretary**

Malaysia Airports Holdings Berhad

Industry	Aerospace / Aviation / Airline
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Non-Executive
Monthly Salary	MYR 6,359.00

- Manage and coordinate the General Manager's daily itinerary, including and not limited to appointments, meetings, interviews, travel, social engagements etc. (internal / external)
- Handle all travel arrangements (accommodation, visa, etc) for the General Manager's trips
- Handle all office administration matters to ensure smooth and efficient operations (knowledge of company operations, policies, system and procedures)
- Responsible for replying routine incoming queries and correspondence and follow up on all action items
- Screens telephone calls and visitors, provide information, resolves routine and complex inquiries
- To ensure security of the office and all confidential documents
- Receive, monitor and track documents to ensure proper handling with regards to signatures, distribution and responses
- Set up, organize and maintain an effective and efficient filing system (correspondence, records, sources of information, reports etc.) available for reference
- Dealing and monitoring of incoming and outgoing correspondence
- Maintain phone and personal contact lists for customers, vendors, suppliers or other outside persons
- Perform all other duties assigned from time to time by the General Manager

Jul 2010 - May 2012  
(1 year 10 months )

**Secretary**  
**Malaysia Airports (Technologies) Sdn. Bhd.**

Industry	Computer / Information Technology (Software)
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Non-Executive
Monthly Salary	MYR 4,200

- Manage and coordinate the General Manager's daily itinerary, including and not limited to appointments, meetings, interviews, travel, social engagements etc. (internal / external)
- Handle all travel arrangements (accommodation, visa, etc) for the General Manager's trips
- Handle all office administration matters to ensure smooth and efficient operations (knowledge of company operations, policies, system and procedures)
- Responsible for replying routine incoming queries and correspondence and follow up on all action items
- Screens telephone calls and visitors, provide information, resolves routine and complex inquiries
- To ensure security of the office and all confidential documents
- Receive, monitor and track documents to ensure proper handling with regards to signatures, distribution and responses
- Set up, organize and maintain an effective and efficient filing system (correspondence, records, sources of information, reports etc.) available for reference
- Dealing and monitoring of incoming and outgoing correspondence
- Maintain phone and personal contact lists for customers, vendors, suppliers or other outside persons
- Perform all other duties assigned from time to time by the General Manager

Jun 2004 - Jul 2010  
(6 years 1 month )

**Secretary to the Chairman (Non - Executive)**  
**Malaysia Airports Holdings Berhad**

Industry	Aerospace / Aviation / Airline
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Non-Executive
Monthly Salary	MYR 3,400

- Manage and coordinate the Chairman's daily itinerary, including and not limited to appointments, meetings, interviews, travel, social engagements etc. (internal / external)
- Handle all travel arrangements (accommodation, visa, etc) for the Chairman's trips
- Provide a full range of confidential personal assistance to the Chairman

- Handle all office administration matters to ensure smooth and efficient operations (knowledge of company operations, policies, system and procedures)
- Responsible for replying routine incoming queries and correspondence and follow up on all action items
- Screens telephone calls and visitors, provide information, resolves routine and complex inquiries
- To ensure security of the office and all confidential documents
- Receive, monitor and track documents to ensure proper handling with regards to signatures, distribution and responses
- Set up, organize and maintain an effective and efficient filing system (correspondence, records, sources of information, reports etc.) available for reference
- Dealing and monitoring of incoming and outgoing correspondence
- Maintain phone and personal contact lists for customers, vendors, suppliers or other outside persons
- Monitor and maintain requirements of all office equipment, stationary and other requirements for Chairman's office
- Perform all other duties assigned from time to time by the Chairman

Jun 1999 - Jun 2004  
(5 years )

**Secretary**  
Nera (Malaysia) Sdn. Bhd.

Industry	Telecommunication
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Junior Executive
Monthly Salary	MYR 1,800

- Manage and coordinate the Manager's daily itinerary, including appointments, meetings, interviews, travel, social engagements etc. and also to the technical team in the division to ensure smooth and efficient workflow between the Manager, Technical Team and the clients / suppliers
- Handle all travel arrangements (accommodation, visa, etc) for the Manager & technical team in the division
- To prepare, gather and compile data / information for submission to the various regulatory bodies such as proposals, reports, tenders submission and slide presentations
- General administration duties such as screens telephone calls and visitors, replying routine incoming queries and correspondence, resolves routine and complex inquiries, preparing PO, DO, Invoices, product brochure etc.
- Sourcing and purchase of corporate gifts as giveaways / token of appreciation for potential and existing customers

- Follow up phone calls with potential and existing customers to maintain good rapport
- To arrange and coordinate in – house and / or outside training courses / seminars
- To organize company functions such as annual dinner, co. trips, family day on ad-hoc basis
- To liaise, monitor and renew product licenses or permits from relevant authorities / government bodies (SIRIM, Custom, freight companies), to support in facilitating logistics shipments and to handle import/export document for container freight shipping
- Responsible to provide full administrative support to the departments including and not limited to liaising with suppliers, vendor, contractors and other third parties and follow up on pending matters
- Manage the company's fleet of cars - maintenance etc.
- To set up, organize and maintain good filing systems for smooth data retrieving (division correspondence, records, etc.) available for reference and facilitate the flow of information via mails, memos, faxes, emails
- Maintain phone and personal contact lists for customers, vendors, suppliers or other outside persons database
- Maintenance of the division office equipment (computers, stationary, name cards, photocopier machine)
- To undertake other special assignment, ad-hoc functions and related duties as and when required by the Management

May 1999 - Jun 1999  
(1 month )

### **Secretary**

**System Protection & Maintenance Sdn. Bhd.**

Industry	Electrical & Electronics
Specialization	Secretarial/Executive & Personal Assistant
Role	Secretary/Personal Assistant
Position Level	Fresh / Entry Level
Monthly Salary	MYR 1,000

- Manage and coordinate the Managing Director's daily itinerary, including and not limited to appointments, meetings, interviews, travel, social engagements etc.
- Handle all travel arrangements (accommodation, visa, etc) for the Managing Director 's trips
- Provide a full range of confidential personal assistance to the Managing Director
- General administration duties such as screening of telephone calls and visitors, replying routine incoming queries and correspondence, resolves routine and complex inquiries, product brochure etc.
- Perform all other duties assigned from time to time by the Managing Director

## Education

2022	<b>MARA Institute of Technology</b> Bachelor of Business Administration (Hons) Operations Management   Malaysia (September 2022)
2016	<b>Malaysian University English Test (MUET)</b> Band Achieved : 4
2013	<b>Malaysia Airports Holdings Berhad</b> Advanced/Higher/Graduate Diploma in Airline Operation/Airport Management   Malaysia  Major Airport Management CGPA 3.89/4
1999	<b>MARA Institute of Technology</b> Diploma in Secretarial   Malaysia  Major Executive Secretaryship CGPA 2.72/4

## Skills

Intermediate	typing, shorthand, trengkas, MS Excel, MS Office, MS Powerpoint, MS Word
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## Languages

*Proficiency level: 0 - Poor, 10 - Excellent*

Language	Spoken	Written
Bahasa Malaysia	8	8
English	8	8

## Additional Info

### CAREER OBJECTIVE

To fully utilize the skills, knowledge & working experiences gained from present and past positions to perform job to the best of my ability and competence.

### INTERPERSONAL TRAITS AND ATTITUDE

- Dynamic individual and team player

- Leadership charisma
- High Sense of responsibility and commitment
- Creative and Resourceful
- A self-starter, initiative, independent and possess a high degree of confidentiality
- Highly pro-active and inquisitive
- Open to new learning opportunity and area of discipline
- Maintain strict confidentiality and interact professionally with all levels of Management, staff and clients and establish good network, rapport and collaboration
- Detailed oriented, ability to multi task and able to work under pressure
- Pleasant personality
- Ability to work very independently and effectively across functions, cultures and organizations.

#### ACADEMIC & CO – CURRICULUM ACTIVITIES

- Being selected as 'Ketua Kebersihan Kelas' 5PD1 (1994)
- AJK Persatuan Bahasa dan Budaya (1993 – 1994)
- Participate in Pesta Muzik Sekolah – Sekolah Daerah Klang (1989)
- Participate in 'Young Entrepreneurs Programme' organize by KFC Holdings (M) Bhd. (Nov. 1993 – Jan 1994)
- Representing UiTM to 'Festival Kesenian Rakyat Antarabangsa Siepakat' di Rovaniemi, Finland (1997)
- Representing UiTM during the 40th National Day (1997)
- Participate during launching ceremony UiTM Perak (1998)
- Representing for Part 06 in Executive Secretary Association (Nov 1997 – Nov 1998)
- Participate in 'Majlis Anugerah Seni – ITM / Nescafe – MAKUM 1997 / 1998
- Representing UiTM in 'Festival Tari Selangor 1998' and also being nominate as a winner for the event (1998)
- Participate National Seminar Administrative Professionals by Faculty of Office Manegement & Technology, UiTM (2006)
- Participate the Telephone Etiquette Workshop by IDC Training House Sdn. Bhd. (2006)
- Participate the Executive PA Seminar Workshop by IDC Training House Sdn. Bhd. (2007)
- Volunteer for the 14th World Route Development Forum, Kuala Lumpur (2008)
- Participate in Bowling Tournament (2011)
- Partipate in OHSAS 18001:2007 & ISO 9001:2008 Integrated Management Systems Process Based Internal Auditing by SIRIM (2011)
- Participate in 'Pengurusan Rekod & Fail Siri 2/2011' by UZI Management & Training Services (2011)
- Participate in Secretaries & Personal Assistants - A Classy Transformation Workshop by Dept. of Attorney General Malaysia (2011)
- Volunteers in Beyond Borders Programme MAHB (2012)
- Participate in 'Seminar Aspresiasi Setiausaha' by Utusan Publications & Distributors Sdn. Bhd. (2013)
- Participate in 'I Start First Programme' (2014)
- Participate in 'Secretarial Development Programme' by Knowledge Pathway (2015)
- Being awarded 'Anugerah Khidmat Setia -10 tahun by MAHB (2015)
- Participate in 'Seminar Profesionalisme Kesetiausahaan 2017 MQA' (2017)

#### Personal Strengths

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Ability to work very independently and effectively across functions, cultures and organizations.