

## NOR SYUHADA ZAINUDDIN

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### PROFILE

Experienced worker, experienced in professional Agile management for four year and involved with professional customer services , safety regulatory, first aid theory and practical. Adept in fostering an environment conducive to productivity and success.

### EXPERIENCE

#### **SITE CLERK ,TM SALINI CONSORTIUM,MALAYSIA-2013-2014**

Carrying a duty as a **site clerk for an international company** that doing **HydroElectric dam in Pahang,Malaysia**. Experience in admin and site clerk for one year duration, including safety meeting everyday on site.

#### **ASSISTANT LANDSCAPE MANAGER, MAJLIS DEARTH CAMERON HIGHLANDS 2015-2016**

As a assistants do manage in **attending meetings and being admin**. In charge in Golf course department, **manage to attend meetings for golf course maintenance and complaints**. Ground job as command to watch worker to finish their task.

#### **CABIN CREW ,AIRASIA SDN.BHD – 2017-2020**

**Operating AIRBUS 320/NEO for a long and short haul around Asian country and trained with safety and first aid education in theory and practical**. Alert in changes of duty and memo in emails. Ensure **passengers comfort and safety during flight** and being responsible in anything emergency that happens on board. **Trained to remain calm in urgent situation**.

### ACHIEVEMENT :

- 1) be part of world's best low cost airlines by Skytrax and world travel award.
- 2) Be part of Asia's best low cost airlines by Skytrax
- 3) Be part of world's leading low cost airlines cabin crew by world travel around.

### EDUCATION

SEKOLAH MENENGAH KEBANGSAAN RINGLET 2009-2011 (SPM) IN ACCOUNTING

SEKOLAH MENENGAH SULTAN AHMAD SHAH 2013-2014 (STPM) IN HISTORY

UITM 2021-PRESENT (PART TIME) DEGREE IN BUSSINESS IN HUMAN RESOURCES.

SCRUM MASTER (AGILE) TRAINING - 2021 \*EXAM IS CONDUCTED IN ACCORDANCE WITH QUALIFICATION SCHEME GOVERNED BY CSSD.

## SCRUM MASTER

- PSM 1, Agile management and methodology , KANBAN, XP METHOD, DEVOPS , Agile planning, meeting facilitation, interpersonal skills and advance communication skills.

## ADDITIONAL SKILLS

- CUSTOMER SERVICES
- ABLE TO WORK IN TEAM
- GOOD TEAMWORK SKILLS
- SAFETY AND FIRST AID EMERGENCY PROCEDURES
- ALERT IN CHANGES DUTIES AND MEMO'S IN EMAIL.
- LANGUAGE : fluent in Malay and English , beginner in Mandarin.

## INTEREST:

- HOBBIES: horse riding and reading.

## REFERENCES

\*Available upon request.

NO 11 JALAN ODP 7,39200 RINGLET,CAMERON HIGHLANDS,PAHANG.