



Siti Maryam
Senior Executive
AEON Credit Service (M) Bhd

0133038565 | sitimaryam9393@gmail.com | Kuala Lumpur

Experience

May 2016 - Present

Senior Executive

AEON Credit Service (M) Bhd | Kuala Lumpur, Malaysia

Industry

Banking / Financial Services

Specialization

Credit Management

Position Level

Senior Executive

- Handle inbound & outbound calls related to account balance, status, documents and any other inquiries.
- Manage any request and email inquiries from internal and external departments/agency.
- Prepare documents e.g Settlement Letter, Refund, Credit Withdrawal & any application etc.
- Prepare accounts masterlist & housekeeping and Monthly Collection Report.
- Liaise with other departments regarding customer issues, process flow and system error.
- Raise payment input request, invoice request, review procedure & process flow and checking any other related documents.
- Involved in system enhancement and UAT testing for all credit card and easy payment/personal loan products project.

Jan 2015 - Apr 2016
(1 year 4 months)

Collection Officer

RHB Banking Group | Kuala Lumpur, Malaysia

Industry

Banking / Financial Services

Specialization

Credit Management

Position Level

Non-Executive

- Remind payment for arrears & outstanding card credit holders/accounts.
- Work as a team to achieve monthly target for incentive performance and department result reporting to management.
- Use strong communication skills to convince customers making prompt payment monthly.
- Educate customer in debt management & act as financial advisor.
- Maintain achievement performance every month & improve negotiation skills.
- Checking and manage own accounts listing monthly as assigned by management.

May 2014 - Jul 2014
(3 months)

Clerk

UiTM Kuala Pilah | Negeri Sembilan, Malaysia

Industry

Education

Specialization

Admin

Position Level

Non-Executive

Admin Assistant for Skim Khidmat Pelajar Module. Specialization in Education Department. Perform data records, filling, letters and student academic. Act as assistant for department/lecturers. Manage inbound and outbound calls for student helpline.

Jan 2011 - May 2011
(5 months)

Sales Girl

Galawatches SDN BHD | Selangor, Malaysia

Industry

Retail / Merchandise

Specialization

Sales - Retail/General

Role

Cashier

- Act as promoter and cashier.
- Involves in sales, maintenance of product and attend customer needs.
- Liase with wholesaler and supervisor for minimum price and item available for wholesale.

Education

2011 – 2014	<ul style="list-style-type: none">- Diploma in Science (UiTM Kuala Pilah, Negeri Sembilan) Faculty of Applied Science Major in Science & Minor in Food Technology- Malaysian University English Test (MUET) (Band 3)
2010	<ul style="list-style-type: none">- SPM (Sekolah Menengah Sains Kuala Selangor)
2009	<ul style="list-style-type: none">- German Language Achievement Exam Ministry of Education Malaysia

Skills

Silverlake, AS400, UAT Testing, Laboratory, Sports, Microsoft Word, Microsoft Excel, Communication, Customer Service

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
Bahasa Malaysia	8	7
English	7	7

Additional Info

Preferred Work Location	Kuala Lumpur, Selangor
Gender	Female
Age	29 years
Address	Seri Maya Condo, Off Jln Jelatek, Kementah, 54200 Kuala Lumpur.