

Nurizzati Ajirah Azahari,
Lot 24549, Jalan Kenanga,
Sungai Ramal Dalam,
43000 Kajang, Selangor.

Contact Number : 0143825080
Email Address : ajirahazahari@gmail.com

February 2022

Dear Sir/Mdm,

Application for a Position

I am a graduate of Business Economics from Universiti Teknologi Mara (UiTM Kota Bharu and I am currently working in Tesco Sdn Bhd as a Price Analyst. As a Price Analyst, I am required to perform data analytics and produce many various report for the various stakeholders for planning and decision making purposes. With that I am actively involved in management meetings in problem solving, business prioritization and for new process improvement ideas/opportunities.

In doing so, I have learnt to be results oriented, easily adaptable to new environments, improved my communication skills, to have better inter personal skills, self-motivated and punctual. My current job requires critical thinking and this has allowed me to be involved in analysing, providing recommendations leading towards problem solving.

Other than that, I have knowledge in using Word, Excel; Vlookup, Pivot, SPSS Software, User Acceptance Testing (UAT) Software, SAS Software, Bloomberg, and knows how to use the Bloomberg Terminal.

I am enquiring if your esteemed organisation may have a vacancy for someone like me. I am sincerely interested to be able to be given an opportunity to contribute and be part of your organisation's vision.

Thanking you in advance of a positive consideration.

Sincerely,



NURIZZATI AJIRAH AZAHARI



NURIZZATI AJIRAH BINTI AZAHARI

“To secure a position with a growing company where my education and special training can be utilized to the fullest.”

Lot 24549, Jalan Kenanga, Sungai Ramal Dalam, 43000 Kajang, Selangor.

Telephone No: +60143825080

Email Address: ajirahazahari@gmail.com

PERSONAL PARTICULARS

Gender	: Female	Marital Status	: Divorced
Date of Birth	: 19 th October 1992	Place of Birth	: Bangsar
IC Number	: 921019-14-6568	Age	: 30
Languages	: Bahasa Melayu, English	Nationality	: Malaysian

TECHNICAL SKILLS/ABILITIES

SAS Software	:	Beginner
Microsoft Word	:	Advanced
Microsoft Excel	:	Intermediate
Microsoft Power Point	:	Intermediate
User Acceptance Testing (UAT) Software	:	Intermediate
Bloomberg	:	Intermediate

EDUCATION

March 2013 – July 2016	UiTM Kota Bharu Campus, Kelantan Bachelor of Business Administration (Hons.) Business Economics Major Business Economics
December 2010 – September 2013	UiTM Segamat Campus, Johor Diploma in Business Studies Major Business Studies
MUET	Band 3
2010 (6 months)	Victoria Institution Form 6 (Business)
2009	SMK Seri Bintang Utara Sijil Pelajaran Malaysia (SPM)

PROFESSIONAL EXCELLENCE SUMMARY

- Self-motivated: Capable of prioritizing and committed to completing tasks
- Motivated and enthusiastic to explore new things. I am constantly learning.
- Self-driven, process oriented, detailed, organized and capable of handling multiple engagements simultaneously.
- Fast learner and good on time-management skill
- Willing and able to work under any working condition and stress with minimum supervision.

EXTRA CURRICULUR ACTIVITIES AND INVOLVEMENT

1. Committee of Consumer Club – School level (2010)
2. Prefect Board – Head Girl – School level (2010)
3. UiTM Photography Competition – 3rd place (2011)
4. UiTM Photography Competition – 1st place (2012)
5. UiTM Photography Competition – 1st place (2012)
6. Has participated in Marketing Day Programs – UiTM (2012)
7. Has participated in Language & Culture Carnival – UiTM (2012)
8. Exco member of Business Society – UiTM (2013)
9. Publicity and Multimedia Exco for Issues & Ethics Class Trip (2015)
10. Publicity and Multimedia Exco for Seminar for Issues & Ethics (2015)

WORK EXPERIENCE

February 2016 – May 2016
(3 Months)

Internship (RM 750)

Kumpulan Wang Simpanan Pekerja
Customer Relationship Management

Knowledge gained:

1. Deeper knowledge on EPF in customer experience perspective.
2. Able to improve communication and encouragement skills during in distribution the questionnaires to the customers.
3. Enhanced the skills on using Microsoft excel.
4. Improve my skill in using SPSS.

Contribution:

1. Managed to help KWSP Contact Centre with my research working paper titled ***“A Study On the Factors That Influence Job Satisfaction On Workplace Among Call Centre Agents at KWSP”***.

July 2016 – February 2017
(8 Months) - CONTRACT

Skim Latihan Bersepadu (RM1,500)

Kumpulan Wang Simpanan Pekerja
Unit Pengurusan Sistem Pematuhan Pelaburan,
Jabatan Pematuhan Pelaburan (JPPEL)

Nature of work done:

1. Learned skills on system testing and tidiness of User Acceptance Testing (UAT) documentation.
3. Identified, tracked, reported and then resolved any issues or problems in a timely manner.
4. Managed to extract data to Excel from Bloomberg.
5. Create a template message to make it easier for everyone to create SMF in PAM production.

Knowledge gained:

1. Enhanced the skills on teamwork.
2. Enhanced the skills on using Microsoft Excel, Vlookup, Bloomberg Terminal & User Acceptance Testing (UAT).

February 2017 – November 2017
(10 Months) - CONTRACT

Marketing Executive (RM2,000)

RHB Banking Group
Auto Finance in Menara Yayasan Tun Razak

Nature of work done:

1. Used strong time-management skills to juggle multiple projects simultaneously.
2. Consult with buying personnel to gain advice regarding the types of products or services expected to be in demand.
3. Use sales forecasting and strategic planning to ensure the sale and profitability of products, lines, or services, analyzing business developments and monitoring market trends.
4. Managed to achieve more than their expectation on figure of sales.
5. Top marketing officer for DMM Perodua.

Knowledge gained:

1. Enhanced the skills on teamwork.
2. Enhanced the skills on communication and sales.
3. Enhanced the skills on good time management.

November 2017 – March 2018
(4 Months) - CONTRACT

Analyst Executive (RM2,500)

Semasa Services Sdn. Bhd.
Menara UOA, Bangsar

Nature of work done:

1. Interpret data, analyze results using statistical techniques and provide ongoing reports.
2. Track and monitor progress of projects.
3. Work with management to prioritize business and information needs.
4. Support existing process with technology to improve team efficiency.
5. Investigate a problem and find a solution in a timely, efficient manner.
6. Managed a team of 22 managers for each sites and reduced late payments from vendors by 40% through monitor all the projects.

Knowledge gained:

1. Enhanced the skills on teamwork.
2. Enhanced the skills on using Microsoft excel.
3. Enhanced the skills on communication with high level position.
4. Enhanced the skills on problem solving and able to work with minimal supervision.

March 2018 – Current
(4 Years)

Price Analyst (RM3,119)

Lotus's Store Sdn. Bhd.
Bandar Menjalara, Kepong

Nature of work done:

1. Analyze price data weekly, and price integrity both weekly and monthly.
2. Price check for certain competitors and gather all the data.
3. Interpret data, analyze results using statistical techniques and provide ongoing reports.
4. Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality – SAS Software
5. Track and monitor progress of projects – Seasonal Price Basket & Promotion.
6. Work with management to prioritize business and information needs.

7. Track new business activities that measure marketing campaign successes.
8. Support existing process with technology to improve team efficiency.
9. Investigate a problem and find a solution in a timely, efficient manner.
10. Refined our follow-up email templates which increased by 60%.
11. Utilized Excel to store and efficiently organize a database.

Knowledge gained:

1. Enhanced the skills on using Microsoft excel (Formula, Vlookup, Index Match & Pivot).
2. Enhanced the skills on communication with high level position.
3. Enhanced the skills on good time management.
4. Enhanced the skills on using SAS Software.
5. Enhanced the skills with pricing method.

REFERENCE

Puan Azrina Binti Alias

Manager

Customer Relation Management

Lotus's Stores (M) Sdn Bhd

Tel No (HP) : 012-3685609

En. Azman Bin Ibrahim

Manager

Customer Relationship Management Department

EPF Learning Centre (ELC)

Tel No (HP) : 016-3395695

En. Raja Yahya Bin Raja Anuar

Head of Process and Operational

Auto Finance

RHB Bank (HQ)

Tel No (HP) : 019-2116094



KUMPULAN WANG SIMPANAN PEKERJA
Seksyen Pengurusan Perhubungan Pelanggan Aras 2
Institut KWSP, Persiaran KWSP 43000 Kajang,
SELANGOR.



Tel: 603 – 89251900
Faks: 603 – 8922 6222
Maklum Balas Elektronik:
<http://enquiry.kwsp.gov.my>

To Whom It May Concern

Successfully Completion of Internship with Kumpulan Wang Simpanan Pekerja (KWSP)

The above matter refers.

We are pleased to inform you that Nurizzati Ajirah Azahari (NRIC: 921019-14-6568) was an intern with our Contact Management Centre from 10 February 2016 to 27 May 2016. She reported to Manager, Encik Mohd Fadil Sarehan, during which she had successfully completed the following tasks:

- i. As part of team members to conduct customer satisfaction survey and Mystery Shopping Program.
 - ii. Analyze data for our survey.
 - iii. Worked with the CRM, updating data and formatting templates.
 - iv. Interpreted and updated our customer satisfaction survey data.
 - v. Manage to do a research about EPF Contact Centre for her thesis.
2. As an individual, Ajirah displayed commitment and discipline, and was well liked by her peers. She proved herself to be a quick learner on the job and showed a good understanding of the key issues.
 3. She has been a great addition to the team and we would love the opportunity to work with her again in the future.

Yours faithfully,

KUMPULAN WANG SIMPANAN PEKERJA

MOHD FADIL SAREHAN

Manager

Customer Relationship Management

Contact Management Centre