



MOHD JANI BIN BUJANG

OBJECTIVE CAREER

Seeking a position to explore career options for future. 12 years' experience in hospitality and customer service. A hard-working and self-motivated. To apply and enhance my knowledge and skills where I can contribute the best of my skills that necessary for the growth of the company.

PERSONAL PARTICULAR

Email: mohdjanibujang@gmail.com

Tel No: 014-5894868 / 016-2929171

Address:

Blok C-3A-15 Mutiara Magna,
No 1 Jalan Metro Prima,
52100 Kuala Lumpur,
Wilayah Persekutuan Kuala Lumpur

Date of birth: 11th December 1991

Age: 32

Status: Married

Gender: Male

LANGUAGE

Malay

English

COMPUTER SKILLS

MS Office

MS Excel

PMS FOLS System

PMS IDB System

PMS Opera System

PMS Lightspeed

OTHER INFORMATION

Willing To Relocate : Yes
Working on shift : Yes
Driving License : B, D & GDL
Possess Own Transport: Yes

Expected Monthly Salary:
MYR 5,500.00 (Negotiable)

Availability:
1 month notice period

EDUCATION

- **2023 – 2024**
Master Executive Business Administration
Cybernetics International College of Technology
(KTAC) Kuala Lumpur
CGPA: TBA
- **2017 – 2018**
Diploma Executive in Accountancy
Cybernetics International College of Technology
(KTAC) Kuala Lumpur
CGPA: 3.80
- **2004 – 2008**
Sijil Pelajaran Malaysia (SPM)
SMK Pusa Betong Sarawak
Result: Pass

JOB EXPERIENCES

- **April 2022 – Current**
Duty Manager (Room Division)
Sheraton Imperial Kuala Lumpur Hotel (Marriott)
Work Description
 - Responsible for VIP, Elite Marriott Bonvoy and Marriott Club movement in the Hotel.
 - Checks on registration cards of arriving guests and ensures all information should be filled on each card either by Guest Relation Officers or the guests.
 - Manage day-to-day operations, ensuring the quality, standards and meeting the expectations of the guests on a daily basis.
 - Create room reservation from sales department or any group, FIT reservation in system.
 - Checking email and OTA booking via extranet booking.com, agoda.com, expedia.com and etc.
 - Handles guest complaints & other related problems and reports on the Manager's log.
 - Night Audit Reports
- **January 2021 – April 2022**
Duty Manager (Room Division) (Quarantine Station)
Swiss Garden Hotel Bukit Bintang Kuala Lumpur
Work Description
 - Responsible for VIP movement in the Hotel and Person Under Surveillance (PUS) Covid-19.
 - Answer guests inquires, handles complaints and attend to the needs of the guests.
 - Checking emails and hotel inquiries and etc.
 - Handles guest complaints & other related problems and reports on the Manager's log.
 - Night Audit Reports

- **August 2018 – August 2020**
Duty Manager (Room Division)
Summit Hotel KL City Center
Work Description

- Responsible for VIP, FIT and group arrival.
- Checks on registration cards of arriving guests and ensures all information should be filled on each card either by Guest Relation Officers or the guests.
- Manage day-to-day operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.
- Checking email and OTA booking via extranet booking.com, agoda.com, expedia.com and etc.
- Handles guest complaints & other related problems and reports on the Manager's log.
- Night Audit Reports

AWARD & ACHIVEMENTS

- Graduate of Diploma Executive Accountancy in KTAC Kuala Lumpur (**CGPA 3.80 of 4.00**).
- Best Employee of the Month
- Nominee Employee of the Month
- Fast Check-in Appreciation
- Certificate of Appreciation from EGCC Outstanding Service.
- Perfect Attendance

REFERENCES

- **Ms. Rozila Mohd Yusof**
Director of Human Resources
Sheraton Imperial Kuala Lumpur
Tel: 012-635 0776 / 03-2717 9060
Email: rozila.mohdyusof@sheraton.com
- **Ms. Hasnita Binti Mohd Ali**
Human Resource Manager
Swiss Garden Bukit Bintang Kuala Lumpur
Tel: 012-9296521 / 03-27851160
Email: hasnita.ali@shbb.swissgarden.com
- **Mr. Izzat Bin Zainol Rashid**
Front Office Manager
Summit Hotel Kuala Lumpur City Centre
Tel: 012-4017678 / 03-26148000
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