



### Personal Particulars

Name	: Siti Norazila Binti Nordin	NRIC	: 840319-10-5990
Address	: F1A-09 Apartment Lestari, Jln PJU 10/1B Damansara Damai, 47830 Petaling Jaya, Selangor	Date of Birth	: 19 March 1984
		Marital Status	: Married
		Nationally	: Malaysian
E-mail	: zila2379@gmail.com		
Hand Phone	: 010-8081762		

### Personal Characteristics

Personal Qualities : I am independent, reliable, enthusiastic and an energetic person with a mission and strong determination to succeed. I am very keen to learn new things and am willing to work hard in order to succeed.

Career Ambition : To be committed and to contribute significantly to the best of my ability with continuous improvement for the success of the company. At the same time seeking for a challenging position where my field of specialization can be exploited in a more stimulating environment.

### Education Background

2000	: CIDESCO CERT BEAUTY (TOP TO TOE COLLAGE)
1997-1999	: Sekolah Menengah Taman Keramat Penilaian Menengah Rendah
2000-2001	: Sekolah Menengah Taman Keramat Sijil Pelajaran Malaysia

<b>Work Experiences</b>
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**Oct 2021 – May 2023 (1 Years+)**

**Company Name : Safe N' Sound Product Sdn Bhd**  
**(Main Distributor Joie Malaysia)**

**Position : E-Commerce Specialist**

- Handle all sales in Shoppe & Lazada.
- Manage all Customer issue related product.
- Handle all E-commerce in Shoppe & Lazada Platform.
- Participate on all campaign issue by Shoppe & Lazada.
- Prepare all the promotions on double digits, pay day and monthly promotion.
- Prepare all documents for return and refund, make sure all the document is ready to hand over to HQ.
- Always make sure all stock enough in our Shoppe & Lazada platform, and handle stock list in our master list.
- To communicate and liaise with customers in handling new inquiries, order processing, shipment of products.
- To build and maintain good customer relationships through effective communication and reliable services.
- Ensure customer's information requests, complaints and suggestions are handled promptly and professionally.
- Work closely with sales team, marketing team and also Warehouse people.
- Handle showroom in case got walk in customer to see the item and buy directly from our showroom.
- Prepare Shop Voucher and send the notification to all new follower and new order.
- Will partner-up with sales team for any expo or retailer new opening.
- To make sure all SKU update in the system, and upload all the picture to our platform.
- Handle platform to make sure all retailer not play with the price.

**Sept 2020 – April 2021**

**Company Name : Barium Selat Technology Sdn Bhd**

**Nature of Business : Manufacturing, engineering, research and development of products and services related to technology, chemicals, recycling, equipment & facility.**

**Position : Sales Executive**

- To provide sales administrative support to the team within the sales department
- Prepare Tender Project, and attend site visit for tender requirement.
- To ensure smooth and clear communication transmitted between the Sales Department and other department.
- To assist with the documentation and preparation of quotation or tender submission process.
- To coordinate, monitor and follow up on goods' delivery schedule; port and site to provide timely updates and status to the sales team.
- To delivery item if request by customer.
- To process invoicing, delivery order and related documents and reports.
- To communicate and liaise with customers in handling new inquiries, order processing, shipment of product.
- To build and maintain good customer relationship through effective communication and reliable services.
- Ensure customers' information requests, complaints and suggestions are handled promptly and professionally.
- To assist the sales team to conduct a due diligence check on potential customer to find out if the potential customer is worthwhile to follow up. This topic is to be discussed in weekly meeting with the sales manager and sales leader.

- To attend weekly meeting and follow up based on the minutes of meeting or directed by the sales manager.
- Responsible for all coordination with regards to participation in trade show, exhibition and any promotional activities of the company's services and products.
- To ensure business and personnel practices are within the law and consistent with policies and procedures.
- To ensure business and personnel practices are within and consistent with policies and procedures.
- To follows company policies and procedures or other duties/responsibilities as assigned by the Sales Manager.
- Will partner up with sales team for the site study.

**Oct 2014 – July 2019 (4 Years +)**

**Company Name : Multico Enviro (M) Sdn Bhd**

**Nature of Business : Environmental & Green Energy**

**Position : Sales & Project Coordinator**

- To provide sales administrative support to the team within the sales department.
- Prepare Tender Project, and attend site visit for tender requirement.
- To ensure smooth and clear communication transmitted between the Sales Department and other department in MEM or MGE (Singapore).
- To assist with the documentation and preparation of quotation or tender submission process.
- To coordinate, monitor and follow up on goods' delivery schedule; port and site to provide timely updates and status to the sales team.
- To process invoicing, delivery order and related documents and reports.
- To communicate and liaise with customers in handling new inquiries, order processing, shipment of product.
- To build and maintain good customer relationship through effective communication and reliable services.
- Ensure customers' information requests, complaints and suggestions are handled promptly and professionally.
- To assist the sales team to conduct a due diligence check on potential customer to find out if the potential customer is worthwhile to follow up. This topic is to be discussed in weekly meeting with the sales manager and sales leader from MGE.
- To attend weekly meeting and follow up based on the minutes of meeting or directed by the sales manager, the GM or MGE Sales Leader.
- Responsible for all coordination with regards to participation in trade show, exhibition and any promotional activities of the company's services and products.
- To ensure business and personnel practices are within the law and consistent with policies and procedures.
- To ensure business and personnel practices are within and consistent with policies and procedures.
- To follows company policies and procedures or other duties/responsibilities as assigned by the Sales Manager or GM.
- Will partner up with sales team for the site study.

***Project Involved:***

1. Handling Biogas Engine for FGV (Sabah, Sarawak, Johor, Serting)
2. Handling Biogas Engine for Yayasan Sabah (SSB) Sabah Tawau.
3. Handle All Event related to Biogas and Palm Oil Mill (PIPOC, Palmex, Palmtech)

4. Able to negotiable with FGV team for the commercial price and Yayasan Sabah for Tender project interview and able to Close the deal.

**Aug 2010 – August 2014 (4 Years)**

**Company Name : Spark Activators Sdn Bhd & BCM Action Sdn Bhd**

**Nature of Business : Consultancy/Event and Team Building**

**Position : CRM / Event Coordinator / Customers Service Associate (Team Leader)**

- Prepare Budgeting for Events and Seminars
- Handle Customer Booking for Room rental
- Organize Indoor and Outdoor Events
- Create Rapport with Strategic Partners.
- Monitor stocks for stationery, beverages, and Restock when necessary.
- Liaise with Caterer, Bus, Photographer and Other External Suppliers for Company Seminar and Workshop Events.
- Issue all Invoices, Payment Vouchers and Receipts.
- Handle all Administrative related work.
- Prepare Monthly, Quarterly and Yearly Reports to CEO.
- Make and handle quotation for the room rental.
- Prepare Minute Meeting Report.
- Networking to obtain leads and do sales.
- Coordinate the entire event and also make sure the room setting is done before clients come.
- Handle Company Facebook Page.
- Manage Customer Enquiries and handle web leads.
- Assist in Operation Preparations.
- Manage Junior Executives to handle Administrative Work.
- Bold Calling activities to obtain more leads.
- Schedule Client Coaching Sessions for Client and Coaches.

**April 2019 – July 2010 (1 Years +)**

**Company Name : Cinq Energies Sdn Bhd**

**Nature of Business : Yoga Centre and Wellness**

**Position : Personal Assistance to CEO & Account Executive**

- Handle CEO Schedule and meeting appointments.
- Arrange local transportation when necessary.
- Perform Company Accounts and Audits using MYOB system.
- Arrangement for courier services and postage.
- Handle All Administrative Work.
- Prepare Pay cheque for Part Time Workers.
- Manage Indoor and Outdoor Events.
- Arrange Client Registration for Yoga Class, Osteopathy and Acupuncture.

**January 2005 – June 2009 (4 Years +)**

**Company Name : Charnel Beauty**

**Position : Beauty Consultant cum Branch Manager**

- Handle Reception Counter covers attending inbounds and outbound calls.
- Make appointment for clients.
- Make sale and also give training to the entire beautician.
- Create good rapport with all the Guests.
- In charge of Office Administration.
- Handle Customer need inquiries about Spa Packages
- Arrange Booking for Customers Spa Treatment.
- Manage and Liaise with the Beauticians to attend Clients.
- Manage Pre Sales and Post Sales.
- Promoted in 2007 as Branch Manager.
- Prepare Report for Sales and Accounts
- Liaise with Distributor for Product.
- Handle all Internal and External Operations.

**May 2003 – June 2004**

**Company Name : Shereen Beauty Centre**

**Position : Beautician**

- Make appointment for Clients.
- Sell product & facial packages.
- Create good rapport with Existing and New Clients.
- Manage Pre Sales and Post Sales.
- Stock Check on Purchased Products.

Languages		
Bahasa Malaysia	: Spoken – Fluent	Written - 10
English	: Spoken – Good	Written – 8

Skills		
All my Computer Skills are satisfactory and meets the basic practices in the Company.		
(1) Microsoft Words		
(2) Microsoft Excel		
(3) Microsoft Power Point		
(4) MYOB System		
(5) Outlook		

**Referrals :**

Referral No 1: Sharon Edwina Edward  
Operation Manager  
Spark Activators Sdn Bhd  
016-722 1389/012-204 0231

Referral No 2: Mr Mathew  
Director and Business Development (Steam  
Turbine) Multico Global Enviro Pte Ltd  
012-606 0186

Referral No 3: Alicia Lai  
Regional Key Account Manager  
Safe N' Sound Product Sdn Bhd  
012-373 0108

**Employment Availability Period: Soon possible**  
**Expected Salary : RM5,000.00 (nego)**