



Esther Fong

+6016-931 5773
estherfjy@hotmail.com

PROFILE

I am a very goal-orientated person who funded my degree studies by doing various part-time job from 2014. Strong time management skill and determination has allows me to achieve good grades in my degree studies while balancing with the part-time job. Through the experiences of working part time for various jobs from early age, I has developed maturity in my character with a sense of responsibility & interpersonal skills. In 2018, I worked as a flight stewardess to learn the ways in handling people.

OBJECTIVE

To seek a challenging career opportunity which will utilize my interpersonal skills, work experience and academic qualification thus enabling me to enhance professional development.

Personal Details

Name : Esther Fong Jien Yee
Date of birth : 4th Nov 1994
Age/Sex : 28 / Female
Language spoken : English, Mandarin, Cantonese, Malay
Race : Chinese
Nationality : Malaysian

Academic Qualifications

Malaysia Airlines Berhad Academy, Selangor
Cabin Crew Course
Awarded as the Best Trainee in Batch 8A/2018 & Cabin Crew Certificate.
16th April 2018 -10th August 2018

University of Greenwich, UK
First Class Honours, Bachelor degree of Human Resource Management Campus: Segi College Kuala Lumpur 2015-2018
(Graduated in 12th March 2018)
Current CGPA: 4.0

Certified Mental Health First Aider

Skills & Abilities

Good interpersonal skills Strong
time management
Good analytical & attention of details
Reliable & great sense of responsibility Strong
leadership yet a team player

Work Experience Highlights

Sime Darby Industrial Sdn Bhd

- Training Manager, Learning & Development
- 20th November 2023 until Present
- Conduct TNA, Training Budget, internal trainer for soft skills training
- Number of audience: 25 pax for classroom, 90 pax virtual training

Prudential Assurance Malaysia Berhad

- Assistant Manager, Leadership Development Team (L&D)
- 15th February 2023 until ~~Present~~ 15th Nov 2023
- Conduct conferences and trainings to leaders and new onboarding agents.
- Number of audience: 320 pax for conference, 90 pax virtual training and min 75 for physical training.

J&T Express Malaysia Sdn Bhd

- Senior Sales & Marketing Trainer, Sales & Marketing Dept
- 7th November 2022 until 2nd February 2023

Coway (M) Sdn Bhd

- **Learning & Development Trainer**
- 1st December 2021 until 25th October 2022
- Conduct customer service training such as image and etiquette, customer service excellence to the staff of Coway (Cody and ST)
- Conduct standard operation procedure training.
- Number of audience: 150 pax Online and practical training.
- Manage activities and team building like Coway Star, Coway Idol and Coway Trivia Master.
- Design and improve training modules.
- Track the training evaluation of each training.
- Conduct TTT (train the trainer) to new trainers.

Novartis Corporation (Malaysia) Sdn Bhd

- **Hire To Retire Specialist**
- 22nd April 2019 until 26th November 2021
- Conduct customer service, ESS system and SAP system training to the manager and associates of Novartis Australia.
- Number of audience : 130 pax online training.
- Support duties as required by HR Manager.
- Managing a variety of HR processes and policies.
- Prepares HR documents for associates.

Malaysia Airlines Berhad

- **Flight Stewardess**
- 15th April 2018 until 16th April 2019

References

Dr. Mukunda Kumar
Lecturer, University of Greenwich, UK
Tel: +6016-3312961
Email: mukundakumar9@gmail.com

Mr. Suresh Ratha Krishnan
Team Lead. OPS Cabin Operation , Malaysia Airlines Berhad.
Tel: +60123664187
Email: suresh.rathakrishnan@malaysiaairlines.com

Mr. Syafiq Roffi
Manager. Coway (M) Sdn Bhd
Tel: +60147186144