



# NUR FARIHAH MOHAMED NASIR

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📍 Jalan Teluk Wanjah, Alor Setar, Kedah.

## ABOUT ME

Experienced in supporting production operations and driving process improvements to boost efficiency and quality. Collaborative team player who focuses on practical, results-oriented solutions aligned with organizational goals.

## EDUCATION

Bachelor in Office Systems Management (Hons) - Universiti Teknologi MARA (UiTM)

Foundation in Biological Sc. - Kolej Matrikulasi Melaka

## CERTIFICATES

Interpersonal and Human Relations

Mastering Your Personal and Professional Growth

## LANGUAGE PROFICIENCY

**Bahasa Melayu & English**

Writing & Speaking : Proficient

## SKILLS

- Microsoft Offices
- ERP Monitor system
- Knowledge in ISO 9001:2015
- QMS Management
- Office Administration & Clerical
- Inventory & Stock Management
- Attention to detail
- Resourcefulness
- Customer Service Skill
- Organization Skill
- Leadership Skill
- Communication Skill
- Production & Material Planning
- Production Operation
- Quality Control
- Risk Assessment
- Health & Safety Compliance
- Employee Training & Development

## WORK EXPERIENCES

### Acting SME - SummitNext Technologies Sdn. Bhd.

(Mar 2024 - Now)

- Provide real-time support to agents on complex customer issues, processes, and system navigation.
- Deliver on-floor coaching and mentoring to improve agent performance and accuracy.
- Collaborate with team leaders and QA to identify trends and recommend process improvements.
- Contribute to improve customer satisfaction and reduced handling time through effective agent support.

### Sales Admin - Nakano Northern Trading

(Nov 2024-Feb 2025)

- Handle inquiries and requests from staff and dealers professionally and efficiently.
- Monitor stock arrivals, update inventory records, and coordinate the packing and dispatch of orders.
- Assist in managing stock discrepancies and reporting inventory issues.
- Perform general administrative duties such as data entry, filing, and correspondence.
- Support ad-hoc projects and tasks as assigned by management to improve sales operations.

## WORK EXPERIENCES

### **Production Executive - Atnesis Sdn. Bhd.**

*(Jan 2022-Mar 2024)*

- Prepare, maintain and update production and ISO related documents and records along with QMS Department.
- Develop and implement work instructions, SOPs, quality plans, and workflow processes to ensure product quality and operational efficiency.
- Act as part of the Internal Auditors Committee to help carry out internal audits and ensure the company meets quality and safety standards.
- Responsible to liaise with planners, production team and purchasing to manage schedule for customer orders.
- Responsible to liaise with Quality Assurance, Engineering and other Production Department to resolve quality issues and inefficiencies in production line.
- Supervise production supervisors, leaders and operators and provide training, guidance, and performance evaluations.
- Continuously seek opportunities for process improvements and cost reduction.
- Ensure stock accuracy by performing regular inventory checks to reduce any discrepancies.
- Implement and maintain 5S practices to ensure a clean, safe, and organized work environment, while ensuring compliance with workplace safety and health regulations.

### **Production Leader cum Admin - Tegap Pelangi**

*(Sep 2015-Dec 2021)*

- Monitor printing production schedules and coordinate material availability to ensure on-time job completion.
- Update and track customer orders, proofs, and payment status, maintaining precise production and billing records.
- Prepare quotations, invoices, delivery orders, and receipts related to print jobs and materials.
- Manage customer communications via phone, chat, and email, addressing inquiries, print specifications, and resolving complaints.
- Oversee office administration and coordinated with production teams to streamline workflow and improve efficiency.

### **Customer Service Executive - CXL Executive Sdn. Bhd.**

*(Jul 2014-Aug 2015)*

- Attend to inbound calls to assist any issues and complaint.
- Provide resolution through phone call and file ticket for unresolved issues.
- Follow-up customers' issues with technical team on-site.
- Provide support on training of new recruit during on-call training.

### **Stock Controller - Tesco (M) Sdn. Bhd.**

*(Jan 2013-Jun 2014)*

- Responsible to run system daily and scan OOS item into system.
- Performing stock count and adjustment.
- Managing warehouse organization to improved stock accuracy.
- Managing discontinued items and handling return to vendor.
- Reorganized shelving using schematic diagram to place new item.

## WORK EXPERIENCES

### **Promoter - Jefferson Boutique**

*(June 2012-Dec 2012)*

- Attend to walk-in customers to assist their purchases.
- Replenish and labelling item on sales floor.
- Handled customer inquiries, complaints, and returns.
- Performing weekly stock count.

### **Retail Associate - Tesco (M) Sdn. Bhd.**

*(Jan 2011-May 2011)*

- Organised warehouse stocks and performing stock counts monthly.
- Replenish items and organized shelves on sales floor.
- Set up promotional area.