



Siti Dzin Norsyafika Binti Mohd Isa

Customer Support Executive

Friendly and professional customer service representative with an extensive experience resolving various customer complaints and issues. Seeking a position for a new job role in company.



syafikabashaa97@gmail.com



+6019-3406938



No. 5, Jalan Merbuk 6/6,
Taman Bentara Batu 9,
Kampung Kebun Baru, Telok
Panglima Garang, Kuala
Langat, 42500, Selangor,
Malaysia

SKILLS

E-mail inquiry

SAP system

Inbound

Outbound

Livechat

Procurement

Microsoft Word

Microsoft Excel

Microsoft PowerPoint

Java

Human Interest
Photography

Japanese Language
(Beginner)

Team Player

English Language

LANGUAGES

Malay

Native or Bilingual Proficiency

English

Full Professional Proficiency

Japanese

Limited Working Proficiency

WORK EXPERIENCE

Customer Support Executive

Linkeffect Sdn Bhd

06/2022 - Present

Kota Kemuning

B2B Haulier-Transporter App

Achievements/Tasks

- Investigate daily data discrepancy on via Ms Excel
- Follow-up with existing customers on app usage/issues via social media platform
- Create online video user guide
- Conduct system UAT testing as client
- Liaise with IT to troubleshoot technical concerns

Customer Service Associate I

Conduent Sdn Bhd

05/2021 - 12/2021

Subang Jaya, Selangor

Australia/New Zealand Market Mercedes Benz

Achievements/Tasks

- Assisted customers via inbound & outbound calls
- Liaised with service providers to provide inquiry follow up
- Interpreted and responded to customer's inbound e-mails
- Resolved L1 technical issues & provide support to clients

Customer Service Representative

SOCAR

08/2020 - 03/2021

Semantan, Kuala Lumpur

Car Renting App

Achievements/Tasks

- Resolved issues on vehicle troubles/car replacement for customer
- Analyzed and interpreted the inquiry on product/service to customer
- Provided follow-up on delivery status on our products/services

IT Support (Contract)

MCT Sdn Bhd

02/2020 - 07/2020

Subang Jaya

Properties & Development Company

Achievements/Tasks

- Attended to basic IT troubleshooting / Domain Issues
- Liaised for approval for Delivery Order (DO) with Procurement Dept.
- Counted & updated IT assets count into inventory tracking system
- Prepared IT assets for new hires

EDUCATION

Foundation in Science

Negeri Sembilan Matriculation College

03/2015 - 04/2016

Negeri Sembilan

PERSONAL PROJECTS

Undergoing Japanese Language Proficiency Test (JLPT) N4 in Dec 2022