



NUR ALYAA BINTI AZIZI

PROFESSIONAL SUMMARY

Energetic and optimistic customer service representative with over 3 years of professional experience assisting customers in solving complex issues.

PROFESSIONAL EXPERIENCE

- 2024-
2026 **Planned Career Break**
- Full-time caregiving & household management
- 2022-
2023 **Khairinnisa & Co**
Conveyancing Clerk
- Managing property transactions with legal expertise and efficient administrative support
 - Responsibilities involve preparing legal documents, overseeing property transfers, and conducting due diligence on ownership records
 - Producing legal documents related to property transactions, such as sale/purchase agreements, loan agreements, and tenancy agreements.
- 2018-
2019 **Telekom Malaysia**
Customer Service Representatives
- Provide product/services information, answer questions, and resolve any emerging problems
 - Handle customer complaints, provide appropriate solutions and alternatives within the time limits
 - Keep records of customer interactions, process customer accounts and file documents
- 2016-
2018 **Gerbang Alaf Restaurant Sdn Bhd**
Customer Service Ambassador
- Receiving, processing, and organizing shipments and deliveries accordingly.
 - Informing customers of shop promotions to encourage purchases.
 - Addressing and resolving customers complaints in a professional manner.

SKILLS


- Teamwork and Collaboration
- Friendly Personality
- Strong work ethic
- Emotional Intelligence


EDUCATION

**Politeknik Sultan Abdul
Halim Muadzam Shah, Jitra,
Kedah**

2013-2016
Diploma in Engineering Electronic
Communication

CONTACT

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