

KAMARIZAL BIN KAMARLUDIN

Customer Service | Administration | Operations Support

Johor Bahru, Johor | 013-6229117 | kamarizalkamarludin@gmail.com

PROFESSIONAL SUMMARY

Experienced customer service and administrative support professional with more than 20 years of combined experience across telecommunications, banking, logistics and office operations. Strong background in customer service, document management, data entry, transaction monitoring, reporting, filing and administrative support. Previously served as an iCARE System Master Trainer and reference person for TM staff, with nationwide Top Achiever recognition. Proficient in Microsoft Word and Excel, with strong communication, typing, organisational and customer-handling skills. Reliable, adaptable and comfortable working independently or as part of a team.

CORE SKILLS

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|---|--------------------------------------|
| • Customer Service & Customer Support | • Administrative & Clerical Support |
| • Document Management & Filing | • Data Entry & Record Maintenance |
| • Microsoft Word & Excel | • Reporting & Transaction Monitoring |
| • Customer Follow-up & Problem Resolution | • Banking & Payment Administration |
| • Training & System Support | • English & Malay |

PROFESSIONAL EXPERIENCE

Oren Sport Sdn Bhd

2018 - 2026

Despatch / Administrative Support

- Coordinated delivery and collection of business documents.
- Maintained organised filing records and scanned documents into the company system.
- Prepared and submitted daily delivery reports.
- Handled routine banking duties and supported day-to-day administrative operations.

FM Global Logistic

2015 - 2017

Despatch / Document Support

- Delivered and collected company documents accurately and on schedule.
- Maintained filing records and scanned documents into the internal system.
- Supported document control and general administrative requirements.

TM Sales & Services Sdn. Bhd.

Feb 2005 - Mar 2015

Customer Service Representative

- Handled customer requests and enquiries at the branch counter and followed up on service status.
- Processed applications and service requests for telephone lines and internet access.
- Resolved customer issues in a timely manner and maintained accurate customer histories in the iCARE System.
- Performed administrative duties, document filing and customer record management.
- Supported promotional service counters at shopping malls and carnivals.
- Conducted technical visits to assist with customer internet-service issues.
- Served as an iCARE System Master Trainer and reference person for TM staff.

EON Bank Berhad

Dec 2000 - Jan 2005

General Clerk

- Supported the ATM Card Centre, Internet Banking Giro (IBG) Centre, Housing Loan Credit Collection and Hire Purchase Department.
- Monitored daily ATM transactions, prepared ATM reports for MEPS and investigated cash discrepancies with branches.
- Prepared documentation related to fraud cases for reporting to Bank Negara Malaysia (BNM).
- Followed up with housing-loan and hire-purchase customers regarding outstanding payments and payment arrangements.
- Prepared solicitor correspondence, Letters of Demand, Release Letters and monthly departmental reports.
- Handled customer requests, road-tax renewal administration and selected site visits related to proclamation of sale.

Hualon Corporation (M) Sdn. Bhd.

1996

Lab Assistant

- Supported routine laboratory tasks and dyeing-related technical work.

KEY ACHIEVEMENTS

- Nationwide Top Achiever for iCARE System processing - January 2009.
- Nationwide Top Achiever for Streamyx Save Program - August 2008.
- Selected as iCARE System Master Trainer and reference person for TM staff.

EDUCATION

Diploma in Banking Studies | Universiti Teknologi MARA (UiTM), 1996 - 1999
Sijil Pelajaran Malaysia (SPM) | Sekolah Menengah Hang Kasturi, Melaka, 1995

SELECTED TRAINING

- iCARE End User Training for Sales and Services (2006)
- Customer Service Excellence, EON Bank (2003)
- Clerical Development Program, EON Bank (2003)
- Performance Enhancement Program, EON Bank (2001)
- Computer Studies: Windows, Lotus and Notepad - South Kent College, United Kingdom (2000)

ADDITIONAL INFORMATION

Languages: Malay and English | **Driving Licence:** B2 & D