



FIZA HASSAN

SENIOR MALAY SUPPORT AND MALAY TRANSLATOR

INTRODUCTION

3 years of experience in Sales and Marketing and 3 years in Translation as well as Customer Service Representative. I am a team player, work well in a group as well as individually. Clients and employer are my priorities. I'm able to nurture a good relationship with my clients, team members and employer.

CONTACT DETAILS

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SKILLS

Business Development
Customer Relationship
Management Negotiation
Customer Support
Customer Service
Written Communication
Translation

CAREER PROGRESSION

TRADING EXECUTIVE CUM GRAPHIC DESIGNER (2017)

RHB Investment Bank

- Work closely with a remisier to monitor trader's accounts
- Assist clients to open account and respond to any inquiries

MARKETING EXECUTIVE (2017- 2020)

Detik Ideal Sdn Bhd

Key Account Manager

- Manage account (Celcom Axiata Berhad and Tune Talk Sdn Bhd)
- Implement client account plans through relationship development and opportunity pursuits that build deeper client relationships
- Manage client satisfaction and ensure service delivery expectations are met, in line with client expectations
- Prepare and deliver marketing plans within key objectives
- Work with the in-house developer/software engineer according to clients' requirements
- Establish and maintain good relationships with stakeholders/clients

Sales Administration, Governance & Reporting

- Record, update, and maintain all sales activities in Salesforce (new leads, call and email logs, weekly meeting plan, meeting outcome, opportunities, win/loss ratios)
- Prepare impact analysis for project development
- Prepare reports to communicate the progress of daily/monthly/quarterly/yearly account status and initiatives to internal stakeholders as well as key account performance reviews
- Prepare and submit all the PO and Quotation to the clients
- Review all the billing/invoicing going out to the clients
- Ensure timely payment from clients

SENIOR SUPPORT MANAGER AND MALAY TRANSLATOR (2020 - CURRENT)

FBS Inc. Belize

- Ensure KPI and overall performance are met, and escalate ideas to improve the CS department
- Building relationships and mutually beneficial relationships between VIP customers and the Company.
- Troubleshooting software and hardware issues for end-users
- Resolving product or service problems by clarifying the VIP customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution
- Translating the company's documents into the Malay Language including the Internal Standard Operating Procedure (SOP), Frequently Asked Questions (FAQ), and other processes
- Localization- Reviewing the company's advertisement for the marketing campaign such social media campaign

ACADEMIC BACKGROUND

UITM JASIN

Bachelor of Computer Science (Hons.) Multimedia Computing

- Graduated with CGPA 3.16
- Awarded with Dean List in Final Year
- Project Leader Recreation Club
- Representative for National Aspiration Leader