

THINESWARY

MATHIAZHKAN

013-2040543

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CAREER OBJECTIVE

Results-oriented, skilled professional with solid background and experience in academic industry. Currently looking for a career change and to obtain a position in a large global company that will utilize my knowledge of management and enhance my professional skills and working capacities with full determination. Having interest in reading, coaching or mentoring, verbal and written communication and travelling. Able to work as a team-player or independently and would strive to achieve company’s goal.

PROFESSIONAL EXPERIENCE

FOOD INSTITUTE OF MALAYSIA- Kelana Jaya,Selangor  
Lecturer (3 Years 7 Months)  
Provide students with guidance on educational and reality matters relating to their studies in Travel and Tourism studies. Review methods of teaching syllabus in tourism course. Set work and weekly assessment which can be graded weekly. Incorporating test and quiz and set final exam papers. Plan and execute activities that help growth of language and interpersonal skills within college students.

- Organizing and developing growth activities and competititons in order to develop interpersonal skills among students
- Internal food competition judge.
- Academic committee for two consecutive years in college graduation ceremony.
- Played as visiting lecturer during student’s industrial training programme.
- Design and teach lessons in hospitality and tourism.

PULLMAN PUTRAYA LAKESIDE HOTEL- Putrajaya  
Reservation Assistant (4 Months)  
Utilized Opera System to track room inventory, status and availability. Processed all guest reservations and answer inquiries regarding hotel services through communication network; mail, fax and phone calls. Maintained customer relationships by ensuring response times met the company. Attended to guest needs such as limo service and other special request.

- Perform routine clerical tasks like mailing, copying, faxing, filing, and scanning. Support close communication with Reservation/Sales Manager, Front Office Manager and Event Manager and Executives.
- Perfomed and managed to increase the hotels reservation’monthly achievement record by 60 to 86% in only two months of working months.

KEY SKILLS

- ☑ Microsoft Office
- ☑ Opera System
- ☑ Verbal and Written Communication
- ☑ Problem Solving Skills
- ☑ Planning, prioritizing and organizing Skill
- ☑ Customer care
- ☑ Punctuality and a well planner

EDUCATION

**Bachelor of Honors in Tourism Management**  
University Malaysia Sabah, Kota Kinabalu, Sabah  
November 2013

**STPM in Higher Secondary School, SMK Shahbandaraya,Klang, Selangor**  
2009

ADDITIONAL DETAILS

**Commensement date**  
**2 Month Notice**

**Expected Salary**  
**RM3000**

**Willingness to travel**  
**Yes**