



Nokshi Mohini Munnaf

WORK EXPERIENCE

Intern

Ascott Somerset | Damansara Petaling Jaya

Sep 2020 - Dec 2020

- Handling reception and helping guests to Check-in and Check-out
- Answered phone calls and responded to emails in line with company policies.
- Executed administrative tasks under managerial supervision.
- Organized inventory and labeled products appropriately.
- Assisting guests to find rooms, deals, facilities, and amenities of the premises.
- Collaborated with management to support upcoming projects.
- Photocopied and printed documents for office team members.

Waiter

Hungry Bunch | Sunway Pyramid Mall, Subang Jaya

Dec 2016 - Feb 2017

- Assigned to assist customer needs and food preparation.
- Enquired about guest satisfaction, anticipated additional needs, and happily fulfilled ad-hoc requests.
- Greeted new customers, answered initial questions, and took drink orders.
- Prepared and served ordered beverages, including coffee, espresso drinks and cocktails.
- Processed cash, credit card, and voucher payments using POS terminals.

Assistant Manager

Mohini Nabil Jute Mills Ltd | Shajahanpur Bogura

Aug 2021 - Present

- Improved customer satisfaction and sales through considered coordination with colleagues, enhancing overall care and service.
- Handled employee scheduling to ensure adequate, cost-efficient shift staffing.
- Helped less experienced staff manage daily assignments.

PROFESSIONAL SUMMARY

- To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.
- To make use of my interpersonal skills to achieve the goals of a company that focuses on customer satisfaction and customer experience.
- Committed clerical professional improving office efficiency through reliable administrative assistance. Works methodically for prompt, accurate task completion. Demonstrates excellent planning and time management skills to meet business support needs.

REFERENCES

Sabrina Hashim

Lecturer, KDU College Penang

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Eti farah zainudin

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CONTACT ME

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EDUCATION

Higher Diploma

INTI International College, Subang Jaya

2018 - 2021

CGPA 2.67

Higher Secondary Certificate

Millennium Scholastic School and College

2015

GPA : 5.00

Secondary School Certificate

Millennium Scholastic School and College

2013

GPA : 4.75

IELTS

British Council

2021

Band 6.5

SKILLS

Microsoft Office Suite	<div style="width: 100%;"></div>
Scanning Operation	<div style="width: 100%;"></div>
Reception Management	<div style="width: 100%;"></div>
Meeting Cordination	<div style="width: 100%;"></div>
Photocopying and printing	<div style="width: 100%;"></div>
Communicating Skills	<div style="width: 100%;"></div>
Time Management	<div style="width: 100%;"></div>
Mail distribution	<div style="width: 100%;"></div>
Leadership	<div style="width: 100%;"></div>
Customer Service	<div style="width: 100%;"></div>