

RESUME



NAME

NORZAKIAH BINTI MOHAMED BAKHARI

CURRENT ADDRESS

TOURISM AND HOSPITALITY DEPARTMENT
POLITEKNIK TUANKU SYED SIRAJUDDIN
02600 ARAU, PERLIS

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PERSONAL PARTICULAR

Date of Birth : 15th October 1981 Nationality : Malaysia
 Gender : Female Marital Status : Married

OBJECTIVE

To develop a lifetime career in an organization which gives opportunities to handle challenging tasks and responsibilities in highly competitive environment and ensure my leadership and development skills will be fully utilized.

EDUCATION & QUALIFICATION

BACHELOR IN TOURISM MANAGEMENT C.G.P.A : 3.59
 UNIVERSITI UTARA MALAYSIA, KEDAH
 January 2007 – January 2009

DIPLOMA IN TOURISM MANAGEMENT C.G.P.A : 3.60
 POLYTECHNIC JOHOR BAHRU, JOHOR
 June 2004 – June 2005

CERTIFICATE IN TOURISM MANAGEMENT C.G.P.A : 3.70
 POLYTECHNIC SHAH ALAM, SELANGOR
 December 2000 – December 2002

AWARD RECEIVED

2013	Best Employee Award, Kementerian Pengajian Tinggi, Malaysia.
Session 2008/2009	Certificate of Dean Acknowledgement (C.G.P.A: 3.64) University Utara Malaysia.
Session 2007/2008	Certificate of Dean Acknowledgement (C.G.P.A: 3.65) University Utara Malaysia.
Session 2006/2007	Certificate of Dean Acknowledgement (C.G.P.A: 3.56) University Utara Malaysia.
Session Jan 2005	Medal of Dean Acknowledgement (C.G.P.A: 3.61) Polytechnic Johor Bahru.
Session July 2004	Certificate of Dean Acknowledgement (C.G.P.A: 3.78) Polytechnic Johor Bahru

EMPLOYMENT HISTORY

- 1- Company : Politeknik Tuanku Syed Sirajuddin**
 Address : Tourism and Hospitality Department
 02600 Arau
 Perlis
 Position : Head of Programme, Diploma Tourism Management
 Date Joined : 18th October 2010 - CURRENT
- 2. Company : Pusat Teknologi dan Pengurusan Lanjutan**
 Address : No 4A Bangunan MPSP, Jalan Kuala Ketil
 08000 Sungai Petani
 Kedah Darul Aman
 Position : Tutor
 Date Joined : 4th December 2009 Date Left : 07th October 2010
- 3- Company : Pedati Saujana Holidays Sdn Bhd**
 Address : No 4A Bangunan MPSP, Jalan Kuala Ketil
 08000 Sungai Petani
 Kedah Darul Aman
 Position : Travel Consultant
 Date Joined : 1st June 2009 Date Left : 30th September 2009
- 4- Company : Petrosains**
 Address : Concourse Level, Kuala Lumpur City Centre
 50088 Kuala Lumpur
 Position : Visitor Services Assistant
 Date Joined : 01st June 2005 Date Left : 19th June 2006
- 5- Company : Sri Sutra Travel Sdn Bhd**
 Address : Lot F1 – 16, 1st Floor Citypoint, Dayabumi Complex, Jalan Sultan Hishamuddin,
 50050 Kuala Lumpur.
 Position : Travel Consultant
 Date Joined : 20th December 2002 Date Left : 22nd May 2004

SKILLS

-  Microsoft : Word, Excel, PowerPoint, Publisher and Font Pages.
-  Internet Browser : Internet Explorer, MS Outlook, Outlook Express.
-  Application Software : Abacus Reservation System, Amadeus Reservation System and Galileo.

LANGUAGE

-  Bahasa Malaysia (Spoken & Written)
-  English (Spoken & Written)

EXTRA CURRICULAR ACTIVITIES

- ❖ Jury of Digital Poster Competition And Short Video Covid-19 State Level Perlis
- ❖ Speaker of Teaching and Learning Process Strengthening Through Digital Approach By Webinar 2020
- ❖ Panel TVET Teacher Profile Development for Teacher E-Profiling Development Project RMK11
- ❖ Guest Speaker For Santai And Kupa With Alumni Universiti Utara Malaysia, Tourism Management 2019
- ❖ Participant of International Orienteering Challenge Politeknik Malaysia 2018
- ❖ Gold Award in Conjunction with KIK New Horizon, Politeknik Malaysia 2017

REFERENCES

Mrs. Rafinawati bt M. Rashid

Head of Skybridge Visit Operation

PETRONAS Twin Towers

Concourse Level, PETRONAS Twin Towers

Kuala Lumpur City Centre, 50088 Kuala Lumpur

Tel: 603 – 2331 7376 Email: rafinawati@petronas.com.my

Mr. Bustamam bin Bonari

Head of Department Tourism & Hospitality

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