



AL HAFIZ SANUSI

QA ANALYST (CUSTOMER SERVICE)

CAREER GOALS

A highly self-motivated individual experienced in customer satisfaction and employee coaching. Seeking for the next challenging career adventure.

INTERESTS

- Arts & Entertainment
- Literature
- Spoken Word Poetry
- Cultural Travel

SKILLS

- Fluent in English and Malay language (Speech/Writing)
- Class 2B Riding Licence
- Class 3A Driving Licence
- Certified Standard First Aid
- Creative & Critical Writing
- Interpersonal Coaching
- Public Speaking

NATIONAL SERVICE

Company Quarter Master Sergeant (CQMS)

11 December 2008 - 10 December 2010

- Completed a Supply Supervisor Course
- Managed logistics and human resources at company and battalion level

REACH ME AT

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ACADEMIC HISTORY

Nanyang Technological University

2nd Upper Class BA (Hons) in English Literature

- Completed a Minor in Creative Writing
- Completed a Minor in Drama & Performance

Pioneer Junior College

GCE 'A' Levels Certificate

- Member, English Drama Society
- Member, Hockey Team
- House Executive Committee, DARWIN House Committee

Tanglin Secondary School

GCE 'O' Levels Certificate

- Member, Fencing Club
- Debator, English Debate Society
- House Captain, CAROVA House Committee

CAREER HISTORY

QA Analyst (Customer Service)

YouTrip (Singapore) | January 2020 - Present

- Specialised in handling email and call queries
- Did QA coaching and calibration for 10-12 Customer Service agents on a weekly basis
- Constant KPI of 280 assessment tickets/month

Singapore Story Contents Creator & Guide

Singapore Discovery Centre | October 2017 - April 2018

- Provided tour to schools, dignitaries and tourists on the Singapore Story
- Extensive knowledge of Singapore's past and current affairs
- Created and curated contents for two different roving national exhibitions

Actor

Images of Singapore Live! | January 2015 - March 2016

- Act a myriad of local characters to locals and tourists daily
- Managed a small team of 10 to 15 Part-time and Full-time Actors