



KHALEDA NAJLA RAMELI

Address : Presint 9, Putrajaya
Mobile : 010-455 4940
(Not usually answered due to working on the production floor)
Email : khaledanajla94@gmail.com (Preferable)
LinkedIn : Khaleda Najla

OBJECTIVE

Motivated professional with over 5 years of experience in task management, report preparation, and maintaining confidentiality. Seeking a new role or position aligned with my qualifications and experiences, where I can apply my skills in creative problem-solving and excel in collaborative environments. Passionate about learning and dedicated to enhancing analytical and project management abilities for improved work delivery and stakeholder engagement.

EDUCATIONAL BACKGROUND

UNIVERSITY OF SELANGOR (UNISEL) (2014-2018)

Bachelor of Business Management (Hons)
CGPA: 3.37

SEKOLAH MENENGAH KEBANGSAAN SUNGAI MANGGIS (2012-2013)

Sijil Tinggi Pelajaran Malaysia (STPM)
CGPA: 2.92

SEKOLAH MENENGAH KEBANGSAAN BANTING (2011)

Sijil Pelajaran Malaysia (SPM)
3A 2B 1C 2D

WORKING EXPERIENCE

ACCENTURE TECHNOLOGY SOLUTION SDN BHD | CLIENT: GOOGLE | CHILD SAFETY (Jan 2022-Present)

Bus Process Delivery Associate

- Deliver statutory child protection services, including assessment, intervention, casework, and case management.
- Create a positive online environment and enhance user experience.
- Manage and safeguard digital platform content effectively.
- Respond to user inquiries with high quality, speed, empathy, and accuracy.
- Adhere to client policies and guidelines, resolving inquiries accordingly.
- Maintain accurate system data and documentation.
- Identify subrogation opportunities and fraud potential, making appropriate referrals.
- Provide mentorship to less tenured examiners.

ACCENTURE OPERATIONS SERVICES SDN BHD | CLIENT: AIG GLOBAL | LEXINGTON PROPERTY (Apr 2020-Jan 2022)

Transaction Processing Associate

- Monitor and maintain workflow, processing variables, and control points.
- Complete operating plans, schedule staff, and ensure quality service.
- Answer client questions and respond to requests.
- Establish and enforce Service Level Agreement standards.
- Create procedures to improve operating practices.
- Maintain a safe and clean work environment.
- Resolve personnel problems and contribute to team effort.
- Write policies and add specific conditions as needed.

Collection Officer

- Carry out day-to-day finance functions and payment collections.
- Prepare daily collection reports and reconcile transactions.
- Call clients for outstanding payments and update Finance Manager.
- Weekly export listing of outstanding payments for billing.
- Prepare schedules for next billing and invoice.

PARKSON (IOI CITY MALL)**(Jun 2017-Sep 2017)**

Internship

- Gain industry insight through operations in various departments.
- Assist in Human Resources, Customer Service, Cash Management, and more.
- Control cash flow and maintain customer service standards.
- Learn about Account Receivable and Account Payable.

M.A.C (KLIA TERMINAL 1)**(Jan 2017)**

Sales Promoter

- Demonstrate and explain products to persuade customers.
- Achieve sales targets, promote products, and maintain sales records.
- Assist in visual merchandising for promoted items.

COOLBLOG (ECONSAVE BANTING)**(Dec 2013-Sep 2014)**

Sales Promoter

- Improve associate and guest satisfaction.
- Make drinks, handle cash, and achieve sales targets.
- Maintain cleanliness and tidiness of work/display area.

TRAININGS

CERTIFICATE OF PRE-CONTRACT EXAMINATION FOR INSURANCE AGENTS (PCEIA)**(Oct 2021)**

- Result: C

MANPOWERGROUP SOLUTIONS**(Mar 2018-Apr 2018)**

Management Trainee (SL1M)

- Participated in soft skills classes, exploring new concepts daily.
- Received mentorship from professional trainers to prepare for job opportunities in the established company.
- Developed leadership and supervisory skills.

SKILLS

Software: Microsoft Office Application, Google Drive/Docs, Canva**Soft Skills:** Communication Skills, Time-management, Organizational Skills, Critical Thinking, Policy Reviewing, Quick Learner**Language:** Bahasa Malaysia (Native), English (Fluent)**REFERENCE**

Abdul Rahman Ariffin

Trust & Safety Analyst (Team Lead)

Accenture Technology Solution Sdn Bhd

011-1591 7528

abdul.r.abdul.rahim@accenture.com