



MOHD ALIF MOHD DOM

DETAILS

Contact

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Driving license

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Date / Place of birth

16 JAN 1987
KUALA LUMPUR

Nationality

Malaysian

PROFILE

A passionate and results-driven entrepreneur with hands-on experience in managing and scaling a food and beverage (F&B) business. Founder and owner of *Wanis Shieldout*, a restaurant known for its use of fresh ingredients, unique flavor combinations, and diverse menu offerings. Skilled in daily operations management, team leadership, customer service strategy, marketing, and standard operating procedure (SOP) development. Committed to continuous improvement and delivering exceptional dining experiences to customers while driving business growth.

EMPLOYMENT HISTORY

Customer Service Call Center, BeConnect Sdn Bhd, Kuala Lumpur

OCTOBER 2009 – FEBRUARY 2014

- Handled inbound and outbound customer calls professionally and efficiently
- Assisted customers with inquiries, complaints, and support issues
- Maintained accurate records of customer interactions
- Demonstrated strong communication and problem-solving skills

Business Owner, Wanis Shieldout Enterprise, PUCHONG

MARCH 2014 – PRESENT

- Founded and managed a growing F&B restaurant business
- Developed menu concepts, set up operations, and trained staff
- Implemented SOPs for kitchen and front-of-house
- Oversaw marketing campaigns and customer engagement strategies
- Successfully built a loyal customer base and expanded brand presence

EDUCATION

SPM, S.M.K TAMAN SERAYA, AMPANG

JANUARY 2000 – DECEMBER 2004