

AHMAD HANI BIN MOKHTAR

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WORK HISTORY

Tiram Travel Sdn Bhd

Johor, Malaysia
Jan 2023 - Feb 2024

● Tourist Guide

As a Tourist Guide at Tiram Travel Sdn Bhd, I played a pivotal role in creating memorable and enriching experiences for visitors to Makkah and Madinah (Saudi Arabia). In this dynamic position, I demonstrated a passion for sharing the cultural and historical richness of the region with diverse groups of tourists.

Key Responsibilities:

Guided Tours: Conducted engaging and informative tours for individuals and groups, showcasing the most prominent attractions, landmarks, and hidden gems within the region.

Cultural Interpretation: Provided in-depth commentary on the historical significance, cultural nuances, and local traditions, enhancing tourists' understanding and appreciation of the destinations visited.

Tour Planning and Coordination: Orchestrated comprehensive tour itineraries, ensuring a seamless and enjoyable experience for participants. Managed logistical aspects such as transportation, accommodations, and activity scheduling.

Customer Interaction: Delivered exceptional customer service by addressing inquiries, accommodating special requests, and fostering a positive and inclusive environment for tourists.

Safety and Well-being: Prioritized the safety and well-being of tourists throughout the duration of the tours, implementing safety protocols and addressing any unforeseen challenges with efficiency and professionalism.

Zaim University & International Islamic University of Malaysia

Istanbul & Kuala Lumpur, Turkey & Malaysia
Dec 2018 - Jul 2022

● Personal Assistant to Senior Lecturer

As a personal assistant to an elderly academic professional, I provided comprehensive support to ensure the smooth management of both professional and personal tasks. My role required a high level of discretion, organization, and adaptability, as well as a deep understanding of the academic environment.

Key Responsibilities:

Administrative Support: Managed calendars, scheduled meetings, and coordinated appointments, ensuring timely attendance to lectures, academic events, and medical visits.

Document Preparation: Assisted in the drafting, proofreading, formatting, and organization of lecture materials, research papers, and correspondence.

Technology Assistance: Supported the lecturer in using digital tools, including email, video conferencing software, learning management systems, and academic databases.

Personal Assistance: Helped with daily personal tasks such as medication reminders, transportation arrangements, and communication with healthcare providers.

Academic Coordination: Liaised with students on the lecturer's behalf, maintaining professionalism and confidentiality.

Event Support: Assisted with preparation for lectures, seminars, and conferences, including slide creation, material distribution, and venue logistics.

Record Keeping: Maintained organized files—both digital and physical—for academic and personal documentation.

Skills Applied: Time management, empathy and patience, academic literacy, confidentiality, communication, and digital competency.

Proof tech Solutions

Melbourne CBD, Victoria, Australia
Oct 2016 - Apr 2018

● Caulker

As a caulker, my primary role is to ensure the structural integrity and weatherproofing of buildings and other structures. Using specialized materials such as caulk, sealants, and putty, fill gaps, joints, and seams to prevent water, air, and sound infiltration.

My responsibilities typically include:

Identifying and inspecting areas requiring caulking to maintain structural integrity and prevent damage from weather elements.

Selecting and applying appropriate caulking materials and techniques based on the type of surface and environmental conditions.

Using caulking guns, putty knives, and other tools to accurately apply caulking compounds and achieve smooth, uniform seals.

Collaborating with other construction professionals to coordinate caulking activities with overall project timelines and requirements.

Ensuring compliance with safety regulations and guidelines while working at heights or in confined spaces.

Maintaining cleanliness and organization of work areas, as well as proper storage and disposal of caulking materials.

Contributing to the efficiency, longevity, and aesthetic appeal of construction projects through meticulous caulking and sealing work.

As a caulker, the attention to detail, precision, and knowledge of construction materials play a crucial role in enhancing the durability and performance of structures across various industries.

IBM (Korean Air Call Centre)

Selangor, Malaysia
Jun 2012 - Jun 2013

● Customer Service Call Centre

As a former Customer Service Representative in the Ticketing Call Center, I played an integral role in ensuring exceptional service delivery and seamless travel experiences for passengers. My responsibilities included:

Ticketing Assistance: I assisted passengers with various ticketing inquiries, including flight reservations, ticket purchases, itinerary changes, seat assignments, and other related requests, utilizing multiple communication channels such as phone calls, emails, and online chat platforms.

Flight Information: I provided accurate and up-to-date information on flight schedules, routes, fares, baggage allowances, visa requirements, and travel policies, ensuring that passengers were well-informed and prepared for their journeys.

Problem Resolution: I proactively identified and resolved passenger issues, concerns, and complaints related to ticketing, reservations, flight delays, cancellations, lost baggage, and other travel-related matters in a timely and empathetic manner.

Booking Modifications: I processed ticket modifications, cancellations, refunds, and rebookings according to Korean Air's policies and procedures.

Compliance and Documentation: I adhered to Korean Air's internal policies, industry regulations, data privacy laws, and security protocols when handling passenger information, transactions, and documentation, maintaining the confidentiality and integrity of sensitive data at all times.

Al Tabia Travel and Tours

Kuala Lumpur, Malaysia
Jan 2010 - Jan 2012

● Tourist Guide

Guided Tours: Lead visitors on guided tours to iconic landmarks, historical sites, vibrant cities, and breathtaking natural landscapes across Malaysia.

Cultural Interpretation: Provide insightful commentary and interpretation on Malaysia's diverse cultural heritage, traditions, customs, and historical significance, enriching visitors' understanding and appreciation of the country.

Language Proficiency: Communicate fluently in Arabic and English, ensuring effective communication and engagement with visitors mainly from the Middle East.

Logistical Coordination: Plan and organize tour itineraries, transportation, accommodation, meals, and other logistical arrangements to ensure seamless and enjoyable travel experiences for tourists.

Safety and Customer Service: Prioritize the safety, security, and comfort of tourists throughout the duration of tours, while delivering exceptional customer service, addressing inquiries, and accommodating special requests.

Promotion of Malaysian Tourism: Serve as an ambassador for Malaysian tourism, promoting local attractions, cultural experiences, cuisine, and hospitality to enhance Malaysia's reputation as a premier tourist destination.

Professional Development: Stay updated on developments in Malaysian tourism, cultural events, attractions, and regulations through continuous learning, training, and professional development initiatives.

Global Health Network

Khartoum, Sudan
Jan 2006 - Oct 2006

● Administrative Support/ Customer Service

This was a part-time job while I was studying Arabic language.

QUALIFICATIONS

as a private candidate

Kuala Lumpur, Malaysia
2006 - 2007

● GCE AS & A Level

University of Cambridge International Examinations

International Islamic School

Kuala Lumpur, Malaysia
2004

● IGCSE "O" Level

PERSONAL SKILLS

Communication

During my experience at most companies and organisations, I was involved in numerous customer-relation activities and answering enquiries.

Teamwork

One of many obligations as a tourist guide required high level of teamwork.

Willingness to learn

When I moved to Australia to work in the building industry, I had learn many new things since the job scope was something that I was not accustomed to.

Positive attitude

I worked in places that were foreign to me in numerous occasions and I believe without having the ability to keep myself positive, I would'nt be able to perform well in my duties.

COMMUNITY & VOLUNTEER EXPERIENCE

AC Nielsen

Kuala Lumpur, Malaysia
Dec 2006 - Feb 2007

● Interviewer

Petrosains Sdn Bhd

Kuala Lumpur, Malaysia
Nov 2006 - Nov 2007

● Customer Service

This is a volunteer position that I had while I was doing my Cambridge GCE AS & A Level

INTERESTS

- Learning new things.
- Working in a team
- Adding new skills

REFEREES

Referees available on request.