Kuan Pei Lin

Student of Diploma in International Hotel Management

Mobile no.= 60-1110870460

Email [=0131076@kdu-online.com](mailto:=0131076@kdu-online.com)

PROFILE

Malaysian. At the age of 18. Hardworking and responsible person. Had study experience in the hospitality industry. A highly organized person. Had experience in organising and setting up events such as graduation ceremony for senior students and various school activities. Been a backstage staff in different positions for events and camps, include secretary, stage designer and event planner. Participated in an orchestra, which is a performing arts society and had perform experience on stage. All those involvement made me familiar with the setting of stage and the procedure of holding an event. Had good communication skills, it would not be a problem for me to have discussion with others and providing my opinion on different point of views. Furthermore, I am enthusiastic in new tasks, I often start doing them once I receive a new project and hoping to complete them beautifully before due date. My personality may make some members or colleagues to feel stress and uncomfortable when working with me, this could be my weakness. Besides that, I am also familiar with computer-using, basic typing and calculation would not a problem for me.

EMPLOYMENT HISTORY

Work as a waitress for 1 month in a seafood restaurant. From this working experience, I have learnt to have a good morality towards all customers and to obey the rules and regulations as a staff in a restaurant. Besides that, I also know the importance of following instructions so that the chances of making flaw would be lesser. Moreover, it is essential for a waitress to aware of what was happening at the surrounding to make sure that

FEB – MARCH 2019

Ipoh, Malaysia

FEB – MARCH 2019

every consumer had the best customer service from the restaurant. Tastiness of food was the main reason for customers to choose the eating place but a good service may please the customers and attract them to visit the same eatery the next time. This could be said that good services may bring unexpected fortune and good reputation to the particular restaurant. Furthermore, it is crucial that a massive and heavy plate is needed to serve a big fish such as grouper. Hence, as a waitress, I would take it with care to prevent any unfavourable thing happened. Moreover, I realized that it is a must to have a good attitude to all the senior staff. Undoubtedly, this is a sign of respect but other than that, the experienced staff might give some personal advice to you on arranging plates and utensils and give a helping hand when you are rushing time on plates and arranging tables. This job experience made me realized that earning money is not an easy job, letting me to think twice before spending money.

NOV – DEC 2019

Had position as a promoter for Malaysia school bags’ brand such as Swan school bags and Poly Pac school bags for a month at Aeon Big Falim. By working as a promoter, I have learnt how to organise and arrange school bags from a lorry of products to confirm that they were in a neat and tidy manner. I also learnt some promoting skills from other promoters in order to attract and convince the pass-by customers to buy the products. Moreover, I know that it is essential to make everything nice and clear before passing my job to the next on-duty promoter as it may confuse him if he found that some products were missing. Besides that, I also learnt to have a good mentality when selling products. For example, some customers may look around on various products and end up buying nothing. In cases like this, I need to stay calm, smile and explain all the functions to the customers.

Ipoh, Malaysia

I think it is important to face all the customers with good attitude as I was representing the particular brand. I should stand on the brand’s side but not showed up my feeling as it may bring bad consequences to the company. I believed that no customers will go to the shop again if he knew that he will have bad services there. I also learnt to have good time management there, this is because a full time promoter might be boring of standing all day selling things, it is essential to manage your rest time properly to make sure that you can maintain good feelings and face all the consumers with good attitude. For instance, if I am selling soya milk, I would separate my working time equally, made food samples near the selling counter, explained the products’ functions, nutritional values, how it could benefit our body, and listed out all the advantages of the brand compared to the other food products such as convenient, could be replace as a choice of breakfast, price, expiry date and many more, trying my best to sell out more soya milk as I could. All those promoting skills may benefit me for a life time.

EDUCATION

2005-2007

Start schooling at the age of 4 at Tadika Chung San, a kindergarten located at Ipoh, Perak. I learnt basic knowledge of language, alphabet and calculation there. I also met my first teacher and had my first stage performance there, which was the graduation ceremony. I ended my childhood study at the age of 6 and went to my primary school.

I start my primary school life at the age of 7 at SJK(C)WAN HWA 2 that is based at Menglembu, Perak. At there, I had different challenges on both my academic and sports. Just then I knew that there were extra-curricular activities besides studying theories on books. I have participated in basketball society and had basketball matches on behalf of the school. By involving in this sports activity, I knew the power of teamwork and well communication between members. Having a good teamwork may be the key to win a match. I ended my primary school with a result of 5A in UPSR at the age of 12.

2008-2014

2015-2019

I started my high school, which is also known as secondary school at the age of 13. I had my high school life at SM (Sekolah Menengah) Poi Lam(SUWA) which is a private high school that is located at Ipoh, Perak. I took IGCSE(International General Certificate of Secondary Education), SPM(Sijil Pelajaran Malaysia) and UEC(Unified Examination Certificate)classes there. I had my advanced study on subjects such as language, calculation, PE(physical education) and presenting skills. I had Add Math subject for calculation class while for the PE classes, there were tests for students. I had experiment other than theories classes. For instance, students would be given chances to make soap and proof chemical test during chemistry lessons. For the curricular activities, I involved in societies such as Chinese Orchestra and SUA since form 1.I learnt the professional skills of playing a musical instrument from my seniors and had participated in International Music Festival since 2015. I had participated in different matches and had satisfying results in the entire high school life, like being awarded gold and silver medal in the competition. Besides learning performing skills, being a member of the orchestra enhanced my communication skills, my time management, leadership and made me realized the importance of discipline. It has boosted my communication skill and clearly showed when I had discussion with other members, I could speak out my opinion more fluently compared to the first time I pointed out my views. I also learnt ways to manage my time properly to prevent any procrastination of practices. I have been the head of instruments before, which let me had a chance to learn leadership and how to manage people that was under me. Those experiences as leaders also shaped how I am today as some may think that I am too serious when having a formal meeting with others. On the other hand, SUA was a society that was in charge of organizing events for school, includes teachers’ day, awards giving ceremony or charity events for school. I learnt all the backstage knowledge from there. I finished my high school with 4A in IGCSE, 3A in SPM and graduated in 2019 at the age of 17.

organizing events for school, includes teachers’ day, awards giving ceremony or charity events for school. I learnt all the backstage knowledge from there. I finished my high school with 4A in IGCSE, 3A in SPM and graduated in 2019 at the age of 17.

I entered KDU University College that is located in Shah Alam, Selangor using my IGCSE result at the age of 18. I took the Diploma in International Hotel Management program and start schooling until now.

2020

LANGUAGE

MANDARIN : First language √ √ √ √ √

ENGLISH : Second language √√√√

MALAY : Second language √√√

CANTONESE : Second language √√√

SKILLS

Had intermediate computer skills on using Microsoft Word, Excel, PowerPoint and letter, document typing. I could make PowerPoint slideshow in a short amount of time and had a good presenting skill. I had fundamental video making and pictures editing skills. For reference, I had made a video recently, named ‘What You Need to Know About Covid-19’ and posted it on Instagram. Meanwhile, it is consider simple for me to crop pictures or remove the background of a photo. I know how to make posters and infographic using little information. I also made an infographic recently online based on the topic, Covid-19. I am familiar with popular application such as Facebook, WeChat, Instagram, WhatsApp and many more. Besides that, I know how to make meeting records and other documents regarding events. Moreover, I had event planning skills and can lead a number of people, making sure to hold an event successfully. Also, since I can communicate in various languages which are Mandarin, English, Malay and Cantonese, they enable me to have translation skills to convert essay or recordings from a language to different types of languages.