



Buniitha Kanan

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Seri Kembangan Malaysia 43300

SUMMARY

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service. Adaptable banking knowledge with extensive experience providing first-class results. Meets job demands and deadlines through diligent work-ethic and dedication to quality.

SKILLS

- Stock management
- Stock-taking
- Salesforce CRM
- Knowledge of financial software : Simbiz & SAP

HOBBY AND INTERESTS

- Swimming
- Hiking
- Camping

EXPERIENCE

05/2023 - I currently work here

Senior Banking Officer

UOB | Kuala Lumpur, Malaysia

- Cultivated relationships with key stakeholders and decision-makers as part of successful business practices
- Performed well at quality assurance evaluations by continuously actioning performance feedback to drive personal improvement.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- Stayed current on policies, procedures and standards to offer optimal support.
- Listened to customers to ascertain needs, developed relationships and maintained excellent standards of communication.
- Adhered to bank and legal guidelines for reporting, loan approvals and money handling.

09/2021 - 11/2022

Inventory Associate

ViewQwest Pte. Ltd | Bendemeer Road, Singapore

- Used inventory management system to maintain accurate order records.
- Received incoming stock from suppliers and verified details and dimensions against purchase orders before input into inventory systems.
- Executed cyclical counts on business inventory, updated systems with new stock quantities and proposed actions to address reported discrepancies.
- Organised stock areas and displays, facilitating product visibility with carefully labelled shelves providing access to goods.
- Created and monitored KPI metrics from order placement to product delivery, maintaining high-levels of customer satisfaction.
- Coordinated with managerial teams in controlling inventory through stock control policies and accountability measures.

09/2019 - 09/2021

Customer Executive

Watsons | Plaza Singapura, Singapore

- Maintained a polished, professional appearance, appropriately representing premium brand values.
- Networked effectively to build profitable, loyal relationships with key retail decision-makers.
- Maintained faultless product knowledge, clearly communicating benefits to potential customers to close profitable sales.
- Maximised brand awareness through strategic face-to-face marketing and product promotion.
- Efficiently reported on daily activity, enabling ongoing progress monitoring and analysis.

- Managed team performance by communicating regular feedback and improvements required through appraisals.
- Recognised workflow challenges and delays, implementing remedial action to complete projects within targets.
- Maintained excellent visual merchandising standards by routinely cleaning and organising window and point of sale (POS) displays.

02/2016 - 01/2019

Customer Service Representative

HSBC Bank | Cyberjaya, Malaysia

- Performed well at quality assurance evaluations by continuously actioning performance feedback to drive personal improvement.
- Monitored email to promptly collect and respond to complaints.
- Kept organised calendar and set up new appointments for field personnel resolving issues.
- Adhered to bank and legal guidelines for reporting, loan approvals and money handling.
- Supervised preparation of documents, financial models and presentations.
- Built productive relationships with stakeholders to continually develop new business.
- Developed empathetic client relationships and earned reputation for consistently exceeding sales goals.

EDUCATION

01/2013 - 12/2015

HELP University | Damansara Heights

Bachelor of Business Administration: Accounting

05/2010 - 09/2012

Putra Intelek International College | Puchong

Diploma of Higher Education: Risk Management

01/2005 - 12/2009

SMK Seksyen 1 Bandar Kinrara | Bandar Kinrara, Puchong

Sijil Pelajaran Malaysia: Science stream

LANGUAGES

English: C1



Advanced

Malay: C1



Advanced

Tamil: C2



Proficient