

# Muhammad Hakim Bin Ahmad



Throughout my professional experience, I have held positions that required IT knowledge and customer service duties. I am at ease when engaging with the public, a quality that has enabled me to develop communication and customer service competencies. Working in different fields has allowed me to develop the ability to quickly adapt to various work environments. I am a proactive and dedicated individual, eager to learn new things and improve my skills.

## PERSONAL INFORMATION

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Malaysian Nationality

## WORK EXPERIENCE

### • SOCIAL MEDIA MANAGER

December 2021 - Present

[ Residence Traders Club ] - Online

Directly manage the social media accounts of Residence Traders Club. This involves researching trends, studying analytic, managing workflow processes, and providing the necessary tools for ad campaigns and posts.

### • VISUAL NOVEL (GAME) DEVELOPER

October 2020 - Present

[ Self-Employment ] - Freelance

I have developed and published visual novels, acquiring the necessary skills in strategic and creative thinking through my experience in developing, publishing, and marketing them.

### • BARTENDER ASSISTANT

December 2020

[ Cafe D'Pallet 88 ] - Muar, Johor, Malaysia

Responsible for preparing and serving drinks to customers at the cafe. I assist the bartender and fill in for their position when necessary. Through teamwork and direct interaction with customers, I ensure the quality of service and prioritize customer satisfaction

### • HELPER / WAITER

December 2019

[ Betta Cafe ] - Muar, Johor, Malaysia

I help a company to set up a new cafe by arranging the appliances and organizing store keeping products. This experience benefits me as I learn how to open my own business. Additionally, I welcome and serve customers as a waiter, suggest menus, and develop skills in up-selling and down-selling.

### • HOUSEKEEPING

Winter 2018

[ Kimchee Guesthouse ] - Hongdae, Seoul, South Korea

I am responsible for cleaning, tidying, and preparing rooms for guests. My attribute as a fast learner has enabled me to work quickly, both independently and as part of a team, and to organize items according to their priority.

### • RECEPTIONIST

Spring 2016

[ Yacht Guesthouse ] - Itaewon, Seoul, South Korea

As a receptionist, my main role is to greet and assist guests at the front desk. I possess the skills to make people feel safe and comfortable when interacting with me or the business I represent.

### • GRAPHIC DESIGNER

January 2016 - September 2019

[ Self-Employment ] - Freelance

Delivering excellent design solutions to government, corporate, public, and private agencies. I prepare digital artwork for clients while also managing and maintaining my own company. Additionally, I focus on building connections and expanding my network.

• **FRONTLINER / BARISTA**

January - March 2012

[ *J.CO Donuts & Coffee* ] - Johor Bahru, Malaysia

My responsibility is to prepare and serve drinks to customers. As a frontliner, I directly welcoming and serve them. I am adept at warmly welcome potential customers and take care of our regular patrons.

**PERSONAL SKILLS**

*Reliable*

*Confident*

*Adaptable*

*Decision Making*

*Autonomous*

• **BANQUET**

July 2009 - August 2010

[ *The Persada Johor International Convention Centre* ] - Malaysia

I am responsible for accommodating all guests at functions held in The Puteri Pacific Johor Bahru hotel's event center. As a part of my role, I circulate the room in this four-star hotel, ensuring all guests are attended to and their needs are met.

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**EDUCATION AND TRAINING**

- Diploma in Multimedia; *Universiti Kuala Lumpur MIIT, Malaysia, 2013-2015.*
- Achievement;
  - I self-published a visual novel called "Memories of East Coast" that won the Fan Favorite Award at The Game Development World Championship in 2021.
  - Involved in *Malaysia School Youth Cadet Corps* 2009 – 2011,
  - Finalist in high school chess tournament 2010.

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**ADDITIONAL COMPETENCES**

- Work experience in a **foreign** country.
- Ability to communicate well in both **English** and **Malaysian** Language.
- Willing to travel for work.
- Previous **work experience** (2009-2017); *Driver, Car Renter, Cashier, Elderly Care, Babysitter.*