



The One Minute Career Guide

by SKOR Career Malaysia

www.skorcareer.com/malaysia-eng

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Section 1: RESUME SAMPLES

Resume sample 1

NATALIE PATHMANATHAN

PERSONAL PARTICULARS

Mailing Address : Apt B-05-03 Brickfield Avenue
Brickfield, 50000 Kuala Lumpur
Tel no : 03 753 7654/012 3456789
Place of Birth : Ipoh, Perak

CAREER OBJECTIVE

To achieve the highest level in accounting position and assist the organization I am with in achieving excellence and become a leader in the industry served.

EMPLOYMENT HISTORY

1.
Employer : **PSYON ENGINEERING CORPORATION**
Period : May 2002 – present
Industry : Industrial Engineering
Position : Account Executive

Responsibilities :

- Primary responsibility to handle full set of accounts; Account Receivable (AR), Account Payable (AP) and General Ledger (GL).
- Document and monitor monthly and quarterly cash in/outflow reports.
- Update quarterly management reports for dormant subsidiaries.
- Prepare analysis and report consolidation for yearly income tax submission.
- Handle budgeting, cash flow projection and capital expenditure for parent company and other subsidiaries.
- Monitor and administer company's fixed and variable overhead costs
- Close liaison with auditors, tax agents, bankers, company secretary and regulatory government bodies.
- Participate in the preparation of business plan (including financial statement forecasts) for internal use and for loan application.

Experience and Achievement:

- Advanced skills and hands-on experience in handling the USB software.
- Assist partners to conduct business review e.g. identifying opportunities for improvement, thorough observation, interviews, data collections and analysis.



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- Head a team in July 2003 during the migration process of accounting software, from manual accounting system to an automatic system.

2.

Employer : **JK EDWARDS AND CO**
Period : Apr 2001 – May 02
Industry : Financial Services
Position : Audit Assistant

Responsibilities :

- Conduct periodical financial audits and monitor financial activities by the clients, mainly private limited entities.
- Assist auditors to perform taxation services to clients.
- Assist the administration on daily office transactions e.g. payment due to business partners, cheque received and office up-keeping.

Experience and Achievement:

- Develop knowledge on the implementation of computerized accounting system using the UBS software
- Contribute and participate in the preparation of marketing materials e.g. brochures, customer survey report and financial services proposal to prospective and existing clients.
- Prepare and ensure timely submission of financial and management reports.

EDUCATION HISTORY

Jun 1997 – Feb 2001 : **Bachelor Degree of Accountancy (Hons)**
Warwick University, England
2nd Class Upper

Mar 1996 – May 1997 : **GCE A-Levels**
St. Matthews School, Warwick
1As and 2Bs

SKILLS

Self-motivated with driving ambition and intense will to succeed

Able to adapt and respond effectively to a dynamic working environment

Proficiency in Microsoft Word, PowerPoint, Excel, Internet Explorer, Adobe Photoshop, UBS, ICS Accounting System and Accpac.

MISCELLANEOUS

Availability : 1 month notice

Expected salary: Negotiable



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REFERENCES

Available Upon Request

Resume sample 2

MOHD MUNIR BIN ISKANDAR

PERSONAL PARTICULARS

Full name : Mohd Munir Bin Iskandar
Date of birth : 01 June 1978
Address : 123, Jalan Bukit Tunggal
Kampung Berani, 04700 Alor Setar, Kedah D.A
Contact no : 016 8897653
Email : munir_78@time.net.my

OBJECTIVE

To leverage my skills and knowledge in accounting and finance to the requirement and of my job within a challenging and fast growing organization.

EMPLOYMENT HISTORY

Employer : **GENERAL ELECTRIC, INC**
Period : May 2004 – present
Industry : Industrial Supply
Position : Credit Control Executive

Responsibilities :

- ❖ Ensure 100% adherence and compliance to the group credit control policy
- ❖ Participate in the review and revamp of group credit control policy; as and when required
- ❖ Facilitate proper documentation, credit check and approvals before opening of credit accounts
- ❖ Conduct periodic review of material credit facilities granted and ensure changes in customer's profile are updated in customer database accordingly
- ❖ Ensure proper maintenance of all customers' files – done on weekly, monthly and quarterly basis
- ❖ Periodic monitoring on service agreement provided by external parties
- ❖ Compile and document periodic group credit control reports for management review
- ❖ Prepare and present report on monthly collection targets and actual collections vs. targets



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Experience and Achievements:

- ❖ Monthly collection exceeding 90% of target for the past 6 months
- ❖ Made personal visits to major customers for outstanding payments which are due more than 90 days
- ❖ Minimize effort on legal fees and effort by consistently providing viable solutions to the debtors, and create commitment among the debtors on the imminent payment due
- ❖ Consistently hit 100% accuracy on monthly customer's database reconciliation and update

Employer : **FEDERAL EXPRESS**
Period : May 2002 – Apr 2003
Industry : Logistics/Freight Forwarding
Position : Credit Analyst

Responsibilities :

- ❖ Provide and support cash forecasting, planning, Account Receivable reporting and business support to credit team
- ❖ Extensively involved in monthly, quarterly and year end close
- ❖ Prepare daily collection report based on incoming payment, revenue and receivables
- ❖ Perform cash forecast analysis, bridging actual vs. forecast collections and provide report, explanations and comments on variances and DSO issues
- ❖ Attend and handle customer request as well as sales enquiries and inter-related department issues
- ❖ Ensure proper accounting for revenue and receivable with the appropriate internal accounting controls.
- ❖ Assist the sales team; field sales team and customers to resolve credit and sales issues
- ❖ Update and monitor credit application by new or existing customers

Experience and Achievements:

- ❖ Managing credit and collection procedures which include assessing and evaluating various credit reports
- ❖ Ability to analyze financial and non-financial aspects and make sound credit decision, thus adhering to Fedex's credit and account receivable policies
- ❖ Chairing monthly brainstorming session with the credit team to improve order process and credit related matters



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EDUCATION HISTORY

1.
Qualification : Masters in Finance (Part time)
Institution : University Tun Abdul Razak (Unitar)
Graduation : June 2006 (Expected)

2.
Qualification : Bachelor Degree in Accounting
Institution : Universiti Putra Malaysia (UPM), Serdang
Graduation : Apr 2002
Grade : 2nd Class Hons (Upper Division)

EXTRA-CURRICULAR ACTIVITIES

President, Expedition Club, UPM, 2001
Team member, Campus basketball team, 1999, 2000 and 2001
Leader, Tahan Expedition, 2000
Captain, Handball Team in secondary school, 1995
Active in sports; play basketball, badminton and squash regularly

SKILLS AND STRENGTH

Familiarity with group credit policies for multinational and public listed companies; strong ability to adhere to credit policies and standard set by any organization
Strong competency in ORACLE 9.i (3 years) system and SAP Financial Module (2 years)
Demonstrated skills in communications and public relations, ability to handle tough challenges thrown by different types of situations
Natural leader, ability to lead a team, motivate and work in a team as well as individually to achieve personal and business objectives.

MISCELLANEOUS

Expected salary : Negotiable
Availability : 1 month notice

REFERENCES

Available upon request



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Resume sample 3

ASMAHAN BINTI ISMAIL

OBJECTIVE

Seeking a career advancement in business administration arena with a regional or multinational company

PERSONAL DETAILS

Address : 200 Jalan Intan 3, Taman Intan, 04000
Sg Petani, Kedah Darul Aman
D.O.B : 25 April 1972
Hobbies : Traveling, Movies, Reading, Singing and Dancing

EXPERIENCE

Employer : SIEMENS INCORPORATED
Period : Sept 2003 – Mar 2004
Position : Admin Assistant

Responsibilities

- ✓ Attend to all inquiries and complains from internal and external customers; direct them to the right departments for any escalation.
- ✓ To assist in the functions of the Operations Section which include the processing of transactions, data input and other general administration duties
- ✓ Maintain filing system in a proper manner
- ✓ Arrange meeting schedules and meeting room bookings for managers and executives
- ✓ Handle all travel arrangements and reservations
- ✓ Responsible for office administrative work such as writing business letter/reports
- ✓ Manage and sort daily courier service delivery / distribution and mail sorting / distribution
- ✓ Assisting Head of Admin Department in ad-hoc task

Reason for leaving: End of contract period

Employer : MALAYSIA TOURISM CENTER
Period : Sept 00 - Aug 03
Position : Tourist Executive

- ✓ Attend to all inquiries interesting places in all over the country
- ✓ Handle all travel arrangements and reservations
- ✓ Prepare reports / presentation and draft minutes of meeting, internal memo and other correspondences
- ✓ Arrange offsite events and functions



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- ✓ Participating in yearly "Visit Malaysia" program
- ✓ Responsible in preparing staff schedule
- ✓ Perform basic clerical duties including typing and general correspondence, filing and other general office duties

Reason for leaving: Looking for better career opportunities & growth prospects

Employer : **EXXONMOBILE**
Period : Feb 98 - Aug 00
Position : Admin Assistant

- ✓ Handle inbound calls from customers, suppliers and other third parties
- ✓ Update database for all the shipping company, update supplier, filing
- ✓ Monitor, control and purchase office supplies for Finance departments
- ✓ Covers the duties of receptionist as well as clerical work in administration department
- ✓ Other miscellaneous administrative tasks as necessary

Reason for leaving: End of contract

EDUCATION & TRAINING COURSES

21st Apr 2001 – ECC Department Seminar
Grooming Courses

19th Aug 1997 – 24th Sept 1997 – BBC English Centre
English Courses

7th Aug 1997 – New Horizons Computer
Microsoft PowerPoint 7.0 Training

13th Apr 1993 – 30th Dec 1993 – Excel Institute, Kuala Lumpur
Window 2000, Window 1997, Window 95, Internet, Microsoft Word, Microsoft Excel, Microsoft Outlook, Word Star, Lotus Dbase

20th Feb 1990 – SKOR Career Educational Centre
Typing English – 60 wpm

MISCELLANEOUS

Expected salary: Negotiable
Availability : 1 month notice

REFERENCES

Available upon request



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Resume sample 4

KIMBERLY TAN

PERSONAL PARTICULARS

Full name : Tan Yee Mee, Kimberly
Date of birth : 01 June 1978
Address : 160, Hampshire Place
Hampshire Hill Drive
346 368 Singapore
Contact no : +65 64 588120
Email : blackwidow23@yahoo.com

EMPLOYMENT HISTORY

Employer : **TEMASEK HOLDINGS**
Period : Sept 2002 – present
Position : Personal Assistant to Senior General Manager, Corporate Division

Responsibilities :

- Coordinate all aspects of personal and business trips, locally or abroad, which include ticket booking and hotel reservation.
- Screen all calls and set priority on issues needing the attention of SGM
- Assist SGM in typing and delivering all correspondences
- Arrange meeting schedules for SGM, daily updates on new, confirmed and cancelled meetings accordingly.
- Liaise with all related parties in administering conferences and seminars
- Prepare and print presentation materials
- Provide on-job training and guidelines to newly joined administrative and secretarial tasks

Employer : **OCBC Bank**
Period : Sept 2000 – Mar 2002
Position : Confidential Secretary to General Manager

Responsibilities :

- Provide secretarial and administrative support to the General Manager which includes official documents, correspondence and other materials
- Coordinate arrangement of meetings, internally and externally.
- Ensure the smooth and efficient running of the department's daily operations
- Direct all mails and correspondences to the respective managers and departments
- Prepare presentation materials for the perusal of General Manager during meetings and conferences



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- Coordinate company's periodical events such as product launching, staff outing, annual dinner, birthday bashes and other ad hoc events.
- Provide assistant and support in any other related tasks as and when required.

EDUCATION HISTORY

June 1999 : Diploma in Secretary Studies
Raffles Institute of Singapore
Final result: Second Class (Upper Division)

Nov 1996 : GSE O-Level
New College High School

SKILLS

Excellent hands on skills in MS Office – Word, Excel, Access, Power Point
Typing speed 60wpm
Ability to undertake works under pressure
Aptitude to learn and grasp new concepts and adept well in changing environment

MISCELLANEOUS

Expected salary: Negotiable
Availability : 1 month notice

REFERENCES

Available upon request



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Section 2: COVER LETTER SAMPLES

Cover Letter Sample 1

305-A Jalan Sultan Mizan
Kg Paya Lima,
21200 Kuala Terengganu, Terengganu
21 May 2002

Dear Sir,

I am pleased to submit herewith my application for the post of Human Resource Executive in your company. I believe that my qualification and working experience enable me to meet the expectations and demands of the said position.

I graduated from London School of Economics (LSE) in Degree of Human Resource & Administration with a Second Class (Upper). I am currently attached with British Gas as a Junior Human Resource Executive.

My academic records as well as my involvements in co-curriculum activities has prepared me for this job and taught me the important of interpersonal skills. As an active person in various activities, I have the opportunities to lead, initiate and manage as well as developing the ability to work with people with different level and social backgrounds. This also allowed me to gain valuable working knowledge.

The resume enclosed will provide you with more details of my qualification and experience. I would be very please to discuss to you further on my current duties and achievements as well as the expectation of your current available position in your organization.

If you are favorably impressed with my qualifications and experience, I would very much appreciate if you could contact me in advance to set up a meeting to discuss a mutually favorable prospect. You can contact me at the above address or reach me by phoning the number on my resume attached. I could come to your office at any time convenient to you.

Yours faithfully,

Murni Syakirah binti Musa



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Cover Letter Sample 2

B-02-3A Lestari Apartment,
Bdr Sri Permaisuri,
56000 Cheras, Kuala Lumpur
23 JULY 2004

TO WHOM IT MAY CONCERNED

Dear Sir/Madam,

APPLICATION FOR THE POST OF ACCOUNTS EXECUTIVE

Referring to the above matter, I would like to apply for the post of Accounts Executive position as advertised in *The Metro* newspaper dated 17th July 2004.

I am currently working with PKM Partners Corporation, a financial management services company for four (4) years. During my course of engagement, I have been exposed to accounting, financial and management consultancy works. These require me to be a fast learner, initiative, drive to excel, analytical and able to work with minimum supervision. Thus I gain invaluable experience from my works which I believe will suit your requirement.

As for my career objective, I would like to absorb and exchange as much knowledge and experience I can gain, not only for my career enrichment and my self development, but also to be able to contribute for company success.

My educational background derived from Columbia National University where I am a Bachelor of Accountancy (Hons.) graduate, which I managed to obtain Second Class (Upper). The three (3) years course covers Strategic Management, International Accounting and Corporate Finance apart from other compulsory accounting courses.

The enclosed resume includes further details of my working experience and education that I trust and believe will meet with your requirement.

If you would like to schedule an interview or otherwise to discuss my interest in this position, please call at **012 3456789** or by e-mail to **natasha_9@yahoo.com**. I will be available at your convenience.

It will be a privilege to work with you. Thank you for your consideration.

Yours faithfully

Nathasha Samad



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Section 3: Top 20 interview questions

A. Personal Motivation

1. What motivates you in your job? What do you like and dislike about your current job?

2. Please share a situation where you've really gone to use up all your ability and energy to accomplish your task.

3. What was the biggest mistake you have done in your career; what you did afterwards to remedy it? Was the result positive?

4. What is your most important contribution in your current company?

5. Describe a situation where your motivation level is at a very low point. What was the situation? Why?

B. Analytical

6. From your point of view, what are the current challenges and issues in the industry that you're currently in?



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7. What is the biggest challenge in your current employment?

8. What can you contribute (short term & long term) if you join our organization?

9. Who do you see yourself 5 years down the road? How do you plan to achieve that?

10. What you've learnt in your current employment?

C. Project Management

11. Explain about the recent project that you have been involved recently. What were your roles and responsibilities in this project? What was the biggest challenge during the completion of this project? Is the project successful?

12. What is the most challenging aspect working in a team? Why?

13. What are you key strengths and weaknesses? What do you do in order to overcome your weakness? How effective is your action?



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14. How do you describe your working style?

15. How would your boss describe you?

D. Leadership and Conflict Resolution

16. Describe a situation where you were in the middle of a conflict and what were your actions to resolve the conflict? Indicate the results of your actions.

17. What do you think the most important quality that a leader needs to have and how you would measure the effectiveness of this trait?

18. Given an authority, what would you change in your current organization?

19. How would you approach your superior that has made a decision where you strongly believe is not the right one? Give a specific example of the situation you have encountered.



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20. What is your biggest non-academic achievement that you're mostly proud of?

If you're interested in getting the sample answers for the interview questions, go to www.skorcareer.com/malaysia.htm and go to our Resume Assessment session to find details.