

# Khairoul Ikhwan Bin Hasim

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## PROFILE SUMMARY

A Business Management undergraduate with practical experience in warehouse logistics and customer operations. Proven track record of reliability in high-volume environments. Seeking internship roles in administration or management.

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## EMPLOYMENT HISTORY

**Barista (Part-Time)** | Zuspresso (M) Sdn. Bhd. June 2025 – Present

- Adhere strictly to standard operating procedures (SOPs) for beverage preparation to ensure consistent product quality
- Uphold rigorous hygiene standards and food safety protocols to ensure a safe environment for customers and team members

**Food Delivery Driver (Part-Time)** | ShopeeFood October 2023 – May 2025

- Delivered food orders within time targets while maintaining service quality and customer satisfaction
- Communicated with customers and merchants to resolve delivery issues

**Warehouse Assistant** | Alpha Integrated Management February 2022 – October 2023

- Conducted thorough quality and quantity checks on incoming stocks
- Acted as the primary point of contact for third-party logistics (3PL) providers, ensuring smooth handover and documentation of goods

**Barista** | Berjaya Starbucks Coffee Company Sdn Bhd February 2019 – July 2019

- Provided customer service and prepared beverages
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## EDUCATION

**Bachelor of Business Management (Honours)** October 2023 – Present  
Multimedia University, Selangor | CGPA 3.74

**Diploma in Business Studies (Transport)** June 2019 – March 2022  
Universiti Teknologi MARA, Johor | CGPA 3.56

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## SKILLS

**Microsoft Office:** Excel (Intermediate), Word (Intermediate)

**Data Analytics & Visualisation:** Python (Basic), Power BI (Basic), Data Analysis, Excel Dashboards, PivotTables, Charts

**Web Development:** HTML & CSS (Basic), WordPress (Basic)

**Business Skills:** Business Research, Report Writing

**Languages:** Malay (Native), English (Professional Working Proficiency)