

Khairoul Ikhwan Bin Hasim

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PROFILE SUMMARY

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

EMPLOYMENT HISTORY

ZUS Coffee | **Barista (Part-Time)** 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

ShopeeFood | **Food Delivery Driver (Part-Time)** 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

Alpha Integrated Management | **Warehouse Assistant** 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

Starbucks Coffee Malaysia | **Barista (Part-Time)** February 2019 – July 2019

- Provided customer service and prepared beverages during peak hours
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EDUCATION

Bachelor of Business Management (Hons.) 2023 – Present

Multimedia University, Selangor | CGPA 3.76

Diploma in Business Studies (Transport) 2019 – 2021

UiTM Pasir Gudang, Johor | CGPA 3.56

SKILLS

Hard Skills: Warehouse Operations, Microsoft Office (Excel, Word, PowerBI), POS Systems

Soft Skills: Time Management, Conflict Resolution, Customer Relations

Languages: English (Fluent), Malay (Native)