

MUHAMAD DANIEL BIN LAILY

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Sungai Petani, Kedah

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MBA Graduate | Service Excellence Specialist, Client Support & Excellent Communication | Interested in Teaching & Student Development

PROFESSIONAL SUMMARY

MBA graduate with a First-Class Degree in International Business and hands-on experience in customer success, administration, and compliance management. Experienced in resolving complex customer issues, supporting high-volume operations, and guiding teams to meet performance targets. Passionate about teaching, mentoring, and creating engaging learning environments while delivering service excellence. Recognized for strong communication skills, policy compliance, and the ability to connect with diverse audiences.

AREAS OF EXPERTISE

Technical Skills: Microsoft Office (Word, Excel, PowerPoint) | Data Analysis & Reporting | Documentation Management | Performance Tracking | Canva

Professional Skills: Customer Service & Complaint Resolution | Academic Support & Student Engagement | Communication & Presentation | Policy Compliance | Quality Assurance | Administrative Coordination | Training & Mentorship

Languages: Malay (Fluent) | English (Fluent) | Mandarin (Proficient)

WORK EXPERIENCE

Lecturer (School of Business)

July 2026 – Present

MAHSA International College Penang (MICP)

- Deliver lectures and tutorials for business subjects in line with approved syllabi and learning outcomes.
- Prepare lesson plans, teaching materials, case studies, and classroom activities.
- Develop, administer, and grade assessments while maintaining accurate academic records.
- Provide academic consultation, feedback, and mentoring to support student progress.
- Participate in curriculum review, quality assurance, departmental meetings, and academic events.

Customer Success Specialist

April 2025 – July 2026

Teleperformance Malaysia, Bayan Lepas, Penang

- Resolve account-related issues for global users while ensuring compliance with platform policies and community standards.
- Maintain high-quality audit scores and consistently meet KPI targets in a fast-paced, high-volume environment.
- Communicate complex policy guidelines clearly and empathetically to improve customer satisfaction and user trust.
- Support onboarding of new team members by explaining procedures and clarifying operational standards.
- Collaborate with Team Leaders and Quality Analysts to identify process gaps and recommend practical improvements.
- Adapt quickly to system updates and policy changes to ensure uninterrupted service delivery.

Human Resources Assistant**Aug 2023 – July 2024****Nettoyage Station (PG) Sdn Bhd, Penang**

- Secured and negotiated commercial units for worker accommodation, ensuring facilities met regulatory and company standards.
- Liaised with Jabatan Tenaga Kerja (JTK) to ensure full compliance with Act 446 and updated labour regulations.
- Managed foreign worker documentation including FOMEMA records, medical screenings, and permit renewals to maintain legal compliance.
- Maintained structured employee records and prepared compliance reports to support audits and inspections.
- Coordinated tenancy agreements and accommodation logistics to ensure smooth operational support.

Administrative Assistant**Feb 2023 – July 2023****Bijak Hidayah Sdn Bhd, Baling, Kedah**

- Developed and maintained performance tracking spreadsheets to monitor sales and operational data.
- Improved administrative workflows by introducing clearer documentation processes.
- Processed invoices and expense claims accurately to support financial operations.
- Maintained updated vendor records to ensure timely and accurate payments.
- Assisted in preparing tender documentation, contributing to higher bid submission quality.
- Coordinated cross-department communication to ensure timely waste collection services.
- Maintained detailed operational records aligned with environmental compliance standards.

EDUCATION

Master of Business Administration (MBA)**March 2023 – Nov 2025**

Universiti Sains Malaysia

Bachelor of International Business (First Class Honours)**Feb 2020 – Jan 2023**

Management and Science University

- CGPA: 3.87
- Dean's List: Semester 1, 3 & 4

Diploma in Management**July 2017 – July 2019**

Management and Science University

- CGPA: 3.67
- Dean's List: Semester 1, 2 & 3

ACADEMIC ACHIEVEMENTS

First Class Honours (2023)

Bachelor of International Business, Management and Science University, Penang

Academic Excellence Award (2023)

Faculty of Business Management and Professional Studies

AWARDS & LEADERSHIP EXPERIENCE

Leadership Award Recipient (2022)

- Led student teams in organizing college events, driving collaboration and achieving successful program outcomes.
- Mentored junior members to strengthen leadership skills and build team confidence.
- Coordinated planning and execution of academic seminars and campus activities.
- Served as main emcee for college events, delivering engaging presentations and ensuring smooth event flow.

Graduate Employability Skills (GEmS) Award (2022)

- Served as official emcee for university events, demonstrating strong public speaking and audience engagement.
- Participated in workshops focused on communication, adaptability, and problem-solving skills.
- Coordinated a campus-wide “Student Career Week,” organizing mock interviews, resume workshops, and networking sessions that enhanced student career readiness.

President, E-Sports Club (2020–2022)

- Led club operations and managed event planning to promote structured and fair competition.
- Collaborated with Penang Youth Development Corporation to organize a Mobile Legends tournament for high school students.
- Facilitated workshops on strategy, teamwork, and ethical participation to support member development.

Student Representative Council (2019)

- Contributed to student welfare initiatives that fostered a positive and supportive academic environment.
- Organized wellness and morale-building activities to promote student engagement and well-being.
- Developed and launched a Peer Support Network connecting students with volunteer mentors for academic guidance, time management support, and stress management resources.
- Strengthened students’ sense of belonging by creating accessible peer-based support systems.

REFERENCES

1. **Angelica Arellano**, Team Leader
Teleperformance, Bayan Lepas, Penang
Phone: 012-6310620
2. **Dr. Zurina binti Mohaidin**, Research Supervisor
Universiti Sains Malaysia, Penang
Phone: 012-4976001