

## Rowena Chee

Lead Trainer (3 years 10 months)  
LanguageLine Solutions

(+60) 128071589 | rowenacheesay@gmail.com | MYR 7,000 | Kuala Lumpur

## Experience

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9 years of total experience

Jul 2017 - Present  
(3 years 10 months)

### Lead Trainer

LanguageLine Solutions | Malaysia

Industry	Medical Interpreter
Specialization	Training & Development
Role	Training & Development
Position Level	Senior Executive
Monthly Salary	MYR 8,000

- Trained interpreters as well as trainers
- Specialising in Mandarin - English
- In charge of 13 other languages – Arabic, Tagalog, Hindi, Tamil, Vietnamese, Thai, Cantonese, Hebrew, Somali, Laotian, Hebrew, Nepali & Burmese
- Work and co-train with other language facilitators
- Involved in management-level decisions, establishing various systems to help monitor work performance of interpreters and trainers
- Certified Lead Trainer and Medical Interpreter by LanguageLine Solutions USA

May 2015 - May 2017  
(2 years 1 month)

### Personal Assistant

The Beacon Laureate Sdn Bhd | Kuala Lumpur, Malaysia

Industry	Healthcare / Medical
Specialization	Journalist/Editor
Role	Management
Position Level	Senior Executive
Monthly Salary	MYR 3,000

- Business development and marketing “one-stop” medical wellness clubhouse, focusing on helping public achieve holistic wellness.
- Published advertorial contents and proofreading. Cosmetic and Surgery magazine article spread.
- Translation - English, Mandarin, Malay.
- Designed flyers, event campaigns and other marketing tools.
- Certificate for Strategic Performance-based Management and Coaching course.

Mar 2013 - Jun 2014  
(1 year 4 months)

### Food and Beverage Handler

Papparich Melbourne HQ | Victoria, Australia

Industry	Food & Beverage / Catering / Restaurant
Specialization	Customer Service
Role	Supervisor/Team Lead
Position Level	Junior Executive
Monthly Salary	AUD 1,000

Part-timer while finishing my studies

- Customer service: to assist with customers' enquiries and ability to provide good customer service
- Strong team player, learnt that constant interaction provides a more effective working environment, providing customers with good quality product and also atmosphere

Jun 2013 - Apr 2014  
(11 months)

### **Part Time Crew**

Peter Rowland Catering Company | Victoria, Australia

Industry	Exhibitions / Event management / MICE
Specialization	Food/Beverage/Restaurant Service
Role	Others
Position Level	Fresh / Entry Level
Monthly Salary	AUD 1,000

- Involved as bar/food handler in events such as Melbourne Cup Festival, book launches
- Managed to interact with customers and gained a fair range of customer service experiences

May 2011 - Aug 2011  
(4 months)

### **Management Trainee**

Papparich Group Malaysia | Kuala Lumpur, Malaysia

Industry	Hotel / Hospitality
Specialization	Food/Beverage/Restaurant Service
Role	Management
Position Level	Fresh / Entry Level
Monthly Salary	MYR 2,000

- Kitchen operations: interaction with suppliers and product
- Customer service: food and beverage handling, floor management, customer service.

## **Education**

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2012

### **Curtin University**

Bachelor's Degree in Psychology | Australia

- Participated in several case studies discussion and acquired four years basic psychological knowledge
- Scored high marks in presentation and praised by Indigenous Studies lecturer for creativity on discussed topic
- Vice president of arts club
- School representative in Chinese calligraphy and English debate team
- Few written articles published in school magazines

2014

### **William Angliss Institute**

Professional Certificate in Hospitality/Tourism/Hotel Management | Malaysia

Major	Patisserie
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- Completed a one year course in patisserie which includes products ranging from all sorts of petits fours to gateaux and tortes
- Fine understanding of the importance and procedures of kitchen hygiene and food preparation
- Encouraged to think and create unique decorations that are suitable for product

produced to achieve a desirable presentation for the end product

## Skills

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Advanced	Creative Thinking
Intermediate	Interpersonal Skills, Pastry, Piano
Basic	Events Coordination

## Languages

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*Proficiency level: 0 - Poor, 10 - Excellent*

Language	Spoken	Written
English (Primary)	9	9
Mandarin	9	9
Bahasa Malaysia	8	9

Jobstreet English Language Assessment (JELA)

Date Taken	27 Jun 2014
Score	35/40

## Additional Info

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Expected Salary	MYR 7,000
Preferred Work Location	Kuala Lumpur

## About Me

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Gender	Female
Age	31 years
Address	Kuala Lumpur, Malaysia
Nationality	Malaysia