# NOOR ARIZELL HISYAM BIN MAT TAHIR

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**TOUR LEADER | MUSLIM-FRIENDLY TRAVEL COORDINATOR | ITINERARY PLANNER**

## PROFESSIONAL SUMMARY

Itinerary planner and aspiring Tour Leader with hands-on experience planning and leading international trips for a small group across Japan, Türkiye and six European countries, handling flights, hotels, transport, tickets and budget end to end, with a strong focus on halal and Muslim-friendly dining. Confident in public engagement through emceeing, theatre (inter-agency competition runner-up) and representing Tourism Johor at MAHA 2026. Comfortable leading small groups of up to 10 travellers on trips of up to two weeks. Backed by 8+ years of field-based work at RISDA handling multi-site assignments, vendors and users under changing priorities. Available for tour leading, itinerary planning and Muslim-friendly travel projects.

## CORE SKILLS

- **Travel & Tours:** itinerary planning, FIT trip planning, flight and hotel booking, event and stadium ticketing, trip budgeting and cost planning, group leadership, Muslim-friendly travel, halal dining, destination research, route planning, public transport navigation
- **Communication & Guest Experience:** public speaking, emceeing, storytelling, audience engagement, customer communication, problem solving
- **Digital & Content:** Canva Pro (itinerary and travel content design), photography, videography, CapCut, Microsoft Office

## INTERNATIONAL TRIP PLANNING & GROUP LEADERSHIP

Sole planner and trip leader for every trip (groups of 2 to 3 travellers): flights, hotels, ground transport, attraction and stadium tickets, budgeting, daily itineraries and halal dining, with companions following the plan. 10 countries visited and counting, 8 of them self-planned.

**Europe | Jul 2026 | 15 days | Group of 3** — United Kingdom • France • Belgium • Netherlands • Germany • Switzerland

- Coordinated a 15-day, 6-country, 8-city trip (London, Liverpool, Paris, Brussels, Ghent, Amsterdam, Munich, Zurich) for a group of 3, covering flights, accommodation, intercity transport and sightseeing.
- Planned the trip within a budget of about RM15,000 per person and managed routes and schedules, including Emirates Stadium tickets in London.
- Navigated public transport systems across multiple European cities.
- Selected halal and Muslim-friendly dining for the group, including Arab cuisine restaurants.

**Türkiye | Sep 2025 | 7 days | Group of 2** — Istanbul (Asian and European sides)

- Coordinated a 7-day Istanbul trip for a group of 2 within a budget of about RM6,000 per person, planning accommodation, sightseeing routes, public transport and daily itinerary.
- Researched Ottoman and Islamic heritage destinations.
- Guided the group throughout the trip, including navigation and daily arrangements.

**Japan | Sep–Oct 2024 | 14 days | Group of 2** — Tokyo • Kyoto • Osaka • Nara

- Coordinated a 14-day, 4-city trip for a group of 2 within a budget of about RM8,000 per person, covering transport, accommodation and daily activities.
- Researched and selected halal-friendly dining and budget travel options for the group.
- Guided the group with navigation and trip arrangements.

## TOURISM, EVENTS & PERFORMANCE

**Mascot Performer – Tourism Johor** | MAHA 2026, in conjunction with Visit Johor 2026

- Represented Tourism Johor as a mascot performer, engaging visitors and promoting Johor as a tourism destination.
- Performed for photo opportunities and supported the event team in a high-traffic public environment.

**Theatre Performer** | Pertandingan Persembahan Antara Agensi KKDW 2025 | Runner-up (Naib Johan)

- Performed for live audiences, building confidence in public engagement, acting and storytelling, and adapting energy to audience response.

**Emcee, Photography & Videography**

- Hosted and emceed organisational events, presenting to technical and non-technical audiences.
- Covered organisational events and travel through photography and videography; produced videos and posters (Canva, CapCut).

## PROFESSIONAL EXPERIENCE

**IT Support Technician (Juruteknik Komputer FT1)** | RISDA (Rubber Industry Smallholders Development Authority), Malaysia | 2018 – Present

- Supported 100+ staff across RISDA Headquarters, 6 state offices and 7 district offices, resolving hardware, software and network issues.
- Carried out field assignments and equipment rollout across multiple offices and districts, managing changing priorities and schedules.
- Coordinated with vendors for equipment rental, repair and replacement.
- Logged and resolved user requests in a ticketing system (Elan-10) within internal response targets (SLA), escalating when required.
- Explained technical solutions clearly to both technical and non-technical users.
- Produced organisational videos, posters and digital content, and covered events through photography and videography.

## LICENCES

**Driving Licence:** B2, DA

## EDUCATION

**Certificate in Computer Systems and Support (Sijil Sistem Komputer dan Sokongan)** | Kolej Komuniti Klang | 2017

**APEL.A Certificate** (Accreditation of Prior Experiential Learning) for entry to a Bachelor's degree in Computer Science | Malaysian Qualifications Agency (MQA) | 2026

## LANGUAGES

Bahasa Malaysia (Native) | English (Working proficiency) | Japanese, Korean, Turkish, French (Basic speaking)

## AVAILABILITY

- Valid Malaysian passport; available for international travel.
- Open to full-time, part-time and freelance opportunities in tourism, travel and tour operations.