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| |  |  | | --- | --- | |  | ARI RIYAN PERMANA | |  |  | |  | Personal Details | |  | Tmp,Tgl Lahir : Pekanbaru,27-03-90  Jenis Kelamin : Laki-laki  Agama : Islam  Warga Negara : Indonesia  Status : Belum menikah  Alamat : Jl. Satria 3 no.46b  Grogol Petamburan,  Jakarta Barat | |  | |  | Contact | |  | Telepon : 085375224609  Email : [aririyanpermana27@gmail.com](mailto:aririyanpermana27@gmail.com)  linkedin :  Website : | |  | Skill | |  | **Computerized**  MS Word ✪✪✪✪✪  MS Excel ✪✪✪✪✪  MS Power Point ✪✪✪✪✪  Internet ✪✪✪✪✪  **Language Skill**  Bhs Indonesia ✪✪✪✪✪  Bhs Inggris ✪✪✪✪✪  **Other**  Analisis ✪✪✪✪✪  Leadership ✪✪✪✪✪  Service Excelent ✪✪✪✪✪  **Training**  Customer Relation Coord Toyota  Wow Marketers by Mark Plus Inc  Kaizen Toyota  Kodawari Toyota | |  | | **CURRICULUM VITAE**   |  |  | | --- | --- | | Job Experience |  | | Astrido Toyota  Kaizen Sales Expert Improvement Officer 2016-2017  Job desc :   1. Membuat dan menyusun program strategi improvement cabang baik area sales, after sales, dan body point 2. Analisa business process perusahaan dalam membuat improvement 3. Monitoring business process dan memastikan semua SOP sesuai standar 4. Membuat improvement plan yang sesuai dengan strategi perusahaan. 5. Memandu cabang/guide dalam pelaksanaan program improvement 6. Memastikan achievement target dari setiap cabang yang dibawahi 7. Menerapkan konsep 5S dalam setiap continuous improvement yang dilakukan 8. Control implementasi PDCA Strategic perusahaan secara kontinue   PT. Agung Toyota  Customer Relation Coordinator 2011 – 2014  Job desc :  1.Problem solving keluhan Customer baik terkait staff,service maupun dealer  2.Menyusun strategi improvement satisfaction cabang   1. Memastikan semua SOP di dealer berjalan dengan baik dan benar 2. Memenuhi target KPI Customer Satisfaction Tiap Bulannya 3. Koordinasi all divisi terkait Pemenuhan target 4. Koordinir sales dalam achievement target tiap bulannya 5. Aktif sebagai leader dalam kegiatan KAIZEN/IMPROVEMENT yang diadakan cabang ataupun kantor pusat     PT. Agung Toyota  Service Division 2009 – 2011 |  | |  | | Educational Background |  | | FORMAL  UNIVERSITAS MUHAMMADIYAH RIAU   * SKOM, SISTEM INFORMASI 2008-2012 * IPK : 3,34   **SMAN 005** 2005-2008  **SMPN 022** 2002-2005  **SDN 010** 1996-2002 |  | |  |  | |  |  | |