

Nurul Febrianti Kushendar

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WORK EXPERIENCE

Feb 2016 - present

Credit Management, Collection Officer Bank ANZ (Australia and New Zealand) Indonesia

My duties as a Credit management /Front end Collections Specialist include collection calls in a fast paced goal oriented collections department, provides customer service regarding collection issues, monitor accounts to identify overdue payments and outstanding debts, contact clients to ask about their overdue payments, to take actions to encourage timely debt payments, process payments and refunds, resolve billing and customer credit issues and to update account status records and collection efforts.

Aug 2015 - Jan 2016

Finance Associate Rinascita Sky Kargo

Take orders from customers and arrange pickup of freight and cargo for delivery to loading platform, calculate weight/volume/or cost of goods to be moved, prepare and examine bills of lading to determine shipping charges and tariffs, advise clients on transportation and payment methods.

Oct 2014 - Dec 2015

Freelance German English Indonesia Translator Self-employed

Aug 2013 - Mar 2015

Marketing Communication Executive The Dream's Cake Company

Managing online and offline communication with clients and increase brand awareness, promoting products and services during events, coordinating the design of promotional material and distributing in online and offline channels, advertising the company and products/services on various media, distributing promotional material, responding to customers' queries and comments on social media and networking during marketing events.

EDUCATION

Aug 2009 - Jul 2014

Humanities/Liberal Arts Universitas Padjadjaran (Padjadjaran University)

3.13/4.00

PERSONAL STATEMENT

People find me to be an upbeat, self-motivated team player with good communication skills. I worked closely with financial and banking professionals in retail credit management sector. Experience has taught me how to build strong relationships with all departments at an organization. I have the ability to work within a team as well as cross-team. I can work along side the customer service to resolve customer's issues and also I considered myself have a good problem solving, critical thinking, negotiation, and telephone skills.

SKILLS

- Bill Collections
- Persuasion and Negotiation
- Critical Thinking
- Telephone Skills
- Record Keeping
- MS Office
- Customer Service
- Customer Research
- Operations Research
- Creative Writing
- Reading Comprehension
- Proofreading
- Negotiation
- Problem Solving

SEMINARS AND TRAININGS

Oct 2012 - Oct 2012

Seminar Pendidikan, Budaya dan Bahasa Jerman HIMASAD UNPAD, DAAD & Goethe Institut

Dec 2012 - Dec 2012

Seminar Penerjemahan 'Uebersetzung und Heutige Perspektiven' HIMASAD (Himpunan Mahasiswa Sastra Jerman) Universitas Padjadjaran

Mar 2011 - Mar 2011

Seminar Nasional Ikatan Mahasiswa Bahasa dan Sastra Jerman Indonesia: Hubungan Kerjasama Indonesia - Jerman HIMASAD (Himpunan Mahasiswa Sastra Jerman) Universitas Padjadjaran

Jan 2010 - Mar 2010

Latihan Dasar Kepemimpinan
BEM Fakultas Ilmu Budaya UNPAD

Feb 2003 - Apr 2006

General English Class
LBPP LIA Bandung

CO-CURRICULAR ACTIVITIES

Aug 2011 - Jul 2014

Member
Ikatan Mahasiswa Bahasa dan Sastra Jerman Indonesia

Aug 2009 - Jul 2014

Education and Learning Division Member
Himpunan Mahasiswa Sastra Jerman Universitas Padjadjaran

TEST SCORES

Feb 2011

TOEFL Prediction Test
Result: Skill Institute
487

Jul 2014

English Language Test (ELT)
Result: Language Center Faculty of Arts Universitas Padjadjaran
477

Jul 2013

Zertifikat Deutsch A1
Result: Goethe Institut
88

ASSESSMENT RESULT

Taken Jan 2017

Attention to Detail
Result: Good
This test unit measures the ability to identify patterns and inconsistencies in visual representations of data

Taken Jan 2018

Windows Knowledge
Result: Good
This test unit measures the familiarity of the test taker with the Windows Operating System, its screens and other Windows-specific function

Taken Nov 2017

Dealing with Irate Customers
Result: Good
This test measures the ability to relate and respond appropriately to different situations.

Taken Jan 2017

Following Instructions (Written)
Result: Good
This test unit measures the ability to understand and follow a set of detailed written instructions and then select and implement the correct course of action

Taken Jul 2017

Getting Information (Written)
Result: Outstanding
This test unit measures the ability to use charts, graphs, and other resources and knowledge bases provided to give the information being requested

Taken Mar 2018

Selling
Result: Good
This test unit measures the ability to understand customer profiles and product information and use that to leverage products based on customer needs

Taken Jul 2017

Basic Customer Engagement
Result: Good
This test unit measures the ability to encourage customer engagement by empathizing and dealing with irate customers in order to responding appropriately to a given scenario

Taken Jan 2017

Data Interpretation
Result: Good
Evaluating and identifying important and relevant information in different formats such as charts, tables, survey results, narratives and other reports are higher order skills that are critical in making decisions and developing solutions.

Taken Jul 2017

Basic English Communication Skills (Verbal + Written)
Result: Satisfactory
This test unit measures the fundamental skills needed in basic English communication such as sentence construction, vocabulary, reading and listening comprehension, and recall

Taken Feb 2018

Brevity (Written)
Result: Outstanding
This test unit measures the ability to be brief and concise in written communication by avoiding redundancies

Taken Jan 2018

Organizing

Result: Satisfactory

This test unit assesses the ability to think in constructs and determine how to combine and categorize ideas and things together in a way that makes logical sense.

Taken Jan 2018

Empathy

Result: Good

The test measures the ability to choose the appropriate response in different scenarios.