

# 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

Convert written material from German/English into Bahasa Indonesia and making sure that the translated version conveys the meaning of the original as clearly as possible. My responsibilities are:

- read through original material and rewrite it in the target language, ensuring that the meaning of the source text is retained
- use translation memory software, such as Wordfast to ensure consistency of translation within documents and help efficiency
- use specialist dictionaries, thesauruses and reference books to find the closest equivalents for terminology and words used
- research legal, technical and scientific phraseology to find the correct translation
- liaise with clients to discuss any unclear points
- proofread and edit final translated versions
- provide quotations for translation services offered
- consult with experts in specialist areas
- retain and develop knowledge on specialist areas of translation

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/German Studies** Universitas Padjajaran (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 department 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	<b>Seminar Pendidikan, Budaya dan Bahasa Jerman</b> HIMASAD UNPAD, DAAD & Goethe Institut
Dec 2012 - Dec 2012	<b>Seminar Penerjemahan 'Uebersetzung und Heutige Perspektiven'</b> HIMASAD (Himpunan Mahasiswa Sastra Jerman) Universitas Padjadjaran
Mar 2011 - Mar 2011	<b>Seminar Nasional Ikatan Mahasiswa Bahasa dan Sastra Jerman Indonesia: Hubungan Kerjasama Indonesia - Jerman</b> HIMASAD (Himpunan Mahasiswa Sastra Jerman) Universitas Padjadjaran
Jan 2010 - Mar 2010	<b>Latihan Dasar Kepemimpinan</b> BEM Fakultas Ilmu Budaya UNPAD
Feb 2003 - Apr 2006	<b>General English Class</b> LBPP LIA Bandung

## CO-CURRICULAR ACTIVITIES

Aug 2011 - Jul 2014	<b>Member</b> Ikatan Mahasiswa Bahasa dan Sastra Jerman Indonesia
Aug 2009 - Jul 2014	<b>Education and Learning Division Member</b> Himpunan Mahasiswa Sastra Jerman Universitas Padjadjaran

## TEST SCORES

Feb 2011	<b>TOEFL Prediction Test</b> Result: Skill Institute 487
Jul 2014	<b>English Language Test (ELT)</b> Result: Language Center Faculty of Arts Universitas Padjadjaran 477
Jul 2013	<b>Zertifikat Deutsch A1</b> Result: Goethe Institut 88

## ASSESSMENT RESULT

Taken Jan 2017	<b>Attention to Detail</b> Result: Good This test unit measures the ability to identify patterns and inconsistencies in visual representations of data
Taken Jan 2018	<b>Windows Knowledge</b> 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	<b>Dealing with Irate Customers</b> Result: Good This test measures the ability to relate and respond appropriately to different situations.
Taken Jan 2017	<b>Following Instructions (Written)</b> 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	<b>Getting Information (Written)</b> 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	<b>Selling</b> 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	<b>Basic Customer Engagement</b> 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	<b>Data Interpretation</b> 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.