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| EDUCATION | | | | | | | | |
|  | Polytechnic Piksi Ganesha Bandung | | | | |  | | |
|  | Bachelor’s Degree in Management Informatics | | | | | 2014 | | |
|  | Thesis: “Technician Performance Record Information System Design Using Visual Studio 2010 and Sql Server 2008 at PT. Plaza Toyota Bandung” | | | | |  | | |
| AWARDS | | | | | | | | |
|  | * 1st Rank at UN (Ujian Nasional) in SMK Angkasa Lanud Husein Bandung | | **2008** | | | | | |
|  | * 2nd Rank of National QCC (Quality Control Circle) Contest of Plaza Toyota | | **2013** & **2015** | | | | | |
|  | * 1st Rank of Toyota Service Advisor lv.1 Training at National Toyota Training Center | | **2016** | | | | | |
|  | * Nominee of Employee Exchange to Japan from Plaza Toyota **2016** | | | | | | | |
| **SKILLS & ABILITIES** | | | | | | | | |
| Automotive Maintenance, Microsoft Office, Automotive Mechanic, Quality Management, Quality Management System, QCC System, KPI Reporting, PDCA | | **Advanced** | | | | |
| Programming, Kaizen System | | **Basic** | | | | |
|  |  | | | | |  | | |
| LANGUAGES | | | | | | | | |
|  | * Indonesian – native language * English – speaking, reading, and writing with basic competence * Japanese - Limited Studying Proficiency | | | | |  | | |
| **LEADERSHIP** | | | | | | | | |
|  | * *Quality Control Circle (QCC) Leader at Plaza Toyota Bandung* * *Kaizen Man at Plaza Toyota Bandung* * *Group Leader Kodawari at Plaza Toyota Bandung* * *Quality Control Circle (QCC) Advisor at Plaza Toyota Bandung* | | | | | **2013-2015**  **2015-2016**  **2014-2016**  **2016** | | |
|  | TtRAINING/COURSES/SEMINAR  Name Place Ye   * Toyota Technician Training, at Lokal Training Auto 2000 Jawa Barat * Pro Technician Training, at Lokal Training Auto 2000 Jawa Barat * Piksi International Conference on Knowledge and Science, at Polytechnic Piksi Ganesha * Toyota Service Advisor Lv.1 Training, at Toyota Training Centre Cibitung * QCC Training Head Office Plaza Toyota * Japanese Language Courses, at JLMC Bandung | | | | | **2012**  **2014**  **2014**  **2016**  **2013-2015**  **2016-2017** | | |
| **WORKING EXPERIENCE** | | | | | | | | |
| Honda Prospect Motor, Cikarang Last Position: Asst Service Manager *Type of business : Automotive Workshop*  *Job Desctiption : Analyze of Key Performance Indicator in workshop, make a strategy plan to reach workshop’s target and increase customer satisfaction, Lead a Workshop team, handle customer* complain, Backup Service Advisor or Job Controller | | | | *July 2018 – Now* | | | |
|  | Plaza Toyota, Bandung Position: Service Advisor, QCC Advisor – Kaizen coordinator *Type of business : Automotive Workshop*  *Job Desctiption : Communicate to customer by face to face or phone, handling the customer’s service request or complaint about their car, giving service suggestions to the customer, managing the customer’s car service proccess.*  *Before I work as a Service Advisor, I worked as a Controller about 2 years, Controller Position, Technician for about one year, helping in warranty staff for about six month, and after that my workshop head trust me to work in partman position for about one year, after one year I worked back as a technician.* | | | | | *2009 – June 2018* | | |
|  | Hyundai Sukses Mandiri, Bandung Position: Tool Keeper *Type of business : Automotive Workshop*  *Job Desctiption : In that position, my responsibility is to keep clean special service tools and all technician tools in the tools room, give the tools to technician as their request, and submit a tool request to workshop head if there doesn't have the required tools or equipment in the workshop.* | | | | | **2009** | | |
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| REFERENCES | | | | | | | | |
|  | References available upon request | | | |
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