



Via Fauziah Agustia

CUSTOMER CARE OFFICER

Profile

Passionate customer service who can handling and serving many customers with whole-hearted, passionate to offer any products to customers, and keep the long term relationship with customers. I'm passionate and energetic one.

Employment History

Customer Care Officer, Honda Permata Hijau, South Jakarta

December 2020 - Present

- Call (Inbound and Outbound)
- Reminder service follow up (Reminding customers about the time for their car to have a periodical maintenance and offering our product).
- Online survey follow up (Informing customers to fill out an online survey link and ask them about their service experiences in Honda Permata Hijau).
- Handling customer's problem and do coordinating with PIC of that problem.
- Coordinating with technical division.
- Keep the long term relationship with customers.
- Making report for Main Dealer.
- Booking data input and follow up.
- Work order data archieving.

Customer Service, Rumah Jahit D'Modiles Tasikmalaya (Part Time)

February 2019 - June 2020

- Serving customers both online and offline.
- Handling customer's problem.
- Social media updating.
- Facebook and Instagram advertising.

Customer Division Staff, PT Taspen (Persero) KC Tasikmalaya (Internship)

December 2019

- Customer's data controlling.
- Biometric data recording.
- Customer's data archieving.

Financial Staff, PT Taspen (Persero) KC Tasikmalaya (Internship)

Sepetember 2019

- Closing and posting customer's transactions.
- Bank data checking.


Education

Siliwangi University


July 2016 - June 2020

Accounting Major (GPA: 3.81)

Details

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 Via Fauziah Agustia

Nationality

Indonesian

Date/Place of Birth

August, 4th 1997

Tasikmalaya

Skills

Customer service

Communication

Problem solving

Negotiations

Computer skills

Microsoft Excel

Microsoft Power Point

Microsoft Word

Data entry

Adaptability

Ability to work in a team

Leadership skills

Fast Learner

Time management

Hobbies

Volley ball, badminton, cooking, and scrolling social media.

Extra-Curricular Activities

Paguyuban Nonoman Rumaja Margahayu

July 2010 - Present

Panorama Volley Ball

July 2010 - Present

Entrepreneur Community

July 2016 - June 2020

Languages

Indonesian

English

Sundanese
