



CURICULUM VITAE

Muhammad Zeinal Muttaqien

(+62) 8979980661 | zsky557@gmail.com | Bandung, Jawa Barat

Experiences

Nov 2017 - 2023

Operation Manager

Tjikoffie (Coffee Shop) | Bandung, Jawa Barat, Indonesia

Industry	Consumer Products / FMCG
Specialization	Sales - Retail/General
Role	Management
Position Level	Manager

Manage daily operation of Coffee Shop, Stock Procurement of Coffee and tools, Recruitment, Branding & Development Marketing Strategy. Maintain the good relationship with:

1. Young People Communities (automotive, local artists, etc.)
2. Coffee People (Farmers, Processors, Roasters, Resellers, Other Coffee shops)
3. Local Stakeholders.
4. Made Coffee Events such as: Public Cupping, Music Entertainment, Charity event.
5. Participate in "Small and Medium Business Community" (UMKM), as a member under sponsored: Industrial & Commercial Services of Bandung District – West Java – Indonesia.

Jan 2021 - 2023

Sales Automotive Agent (Car Sales Freelancer)

Role:

1. Analysis customer needs
2. Build relationship with prospective customers
3. Conduct selling by social media
4. Hand over the prospect customer to the official sales
5. Monitor Sales process until closing

Mar 2015 - Jul 2016

Operation Manager

PT. Apricot Indonesia | Jawa Barat, Indonesia

Industry	Consumer Products / FMCG
Specialization	Sales - Retail/General
Role	Management
Position Level	Manager / Assistant Manager

Manage daily operation of selling, warehousing and purchasing activity, recruitment, continuous innovation marketing and strategy, analyze competitor, as well.

Sep 2013 - Feb 2015

Branch Manager

PT. MNC Sky Vision | Jawa Tengah, Indonesia

Industry	Entertainment / Media
Specialization	Sales - Retail/General

Role Management
Position Level Manager / Assistant Manager

Maintain Branch Operation In Cilacap City, Central Java, Human Resources Recruitment.

Main role: - Lead, manage, and responsible for Branch Sales Achievement.

- Lead and arrange the technician teams: installation, troubleshooting, and retrieval also rejoin technicians.
- Lead, monitor and control customer care: handling complaint, troubleshoot, etc.
- Capacity building of all teams by coaching, briefing, and refreshment training.
- Conduct the branch operation of administration process: Sales, general affair, finance and warehouse.
- Monitor and control distribution, stock of logistics and warehouse process, as well.
- Lead Stock Opname Process.
- Control petty cash and finance needs until the settlement.
- Maintain the loyal customers, solving any problems in troubleshooting occurs and customer care, as well.
- Increase brand awareness with innovative marketing strategy (continuously).
- Build good relationship with local government and all the stakeholders.
- Launch CSR Programs.

Nov 2011 - Feb 2013

Team Leader

PT. CENTRAL TIVI DIGITAL | Jawa Barat, Indonesia

Industry Entertainment / Media
Specialization Sales - Retail/General
Role Supervisor/Team Lead
Position Level Supervisor / Coordinator

1. Leading the team to achieve target in selling of Sattelite TV in Branch of Sumedang City.
2. Make the strategic plans to achieve sales target and share them to the team.
3. Give the training for the new sales person even the senior sales.
4. Monitoring and evaluation, monthly, for the sales achievement.
5. Maintain all customers.
6. Daily, weekly, and monthly report to Regional Manager

Nov 2008 - Jan 2011
(2 years 3 months)

EXPORT MARKETING

PT. ADETEX | Jawa Barat, Indonesia

Industry Textiles / Garment
Specialization Marketing/Business Development
Role Marketing Executive
Position Level Staff (non-management & non-supervisor)

1. Maintain all customer's orders especially for printing textiles order.
2. Push the production to have a good result.
3. Correspondence/ Communicate with customer regularly (daily activity).
4. Doing office administration such filing, data updating, reporting.
5. Data support for Monthly/Quarterly/ Annually Report.

Sep 2006 - Jun 2008
(1 year 10 months)

PROMOTION CONTROLLER - INTERNAL AUDIT

PT. RAMAYANA LESTARI SENTOSA, Tbk. | Jakarta Raya, Indonesia

Industry Retail / Merchandise
Specialization Finance - Audit/Taxation

Role **Auditing**
Position Level **Staff (non-management & non-supervisor)**

As a Promotion Controller at Internal Audit Division, I responsible to control all promotion activities in all Branches (Indonesia) to avoid attempting of fraud that could possibly happened. Here the details:

1. Control/monitor all budget promotions/events that proposed & held by Ramayana Branch around Indonesia (Supermarket).
2. Cross Check & update the value of all items that relation to promotion & event needs such as: value contract of Local or National Artists/Bands, value of Sound System, entertainment & promotion tools, etc.
3. Direct Audit Inspection, randomly, to the branches to make sure all events & promotion going well.

Jan 2002 – Dec 2003
(2 year 0 months)

CONSULTANT ASSISTANT

Basic Education Project – Banten Province -Loan 4308-IND. | Indonesia

Industry **Education**
Specialization **Education Consultant – Audit/ Monitoring**
Role **Monitoring & Evaluation for Education**
Position Level **Supervisor (management & supervisory)**

As a Consultant Assistant, to Monitor & Evaluate The Basic Education Project for Banten Province, I responsible to assist the Centre Consultant in every daily activities such as:

1. Monitor dan evaluate the settlement of the fund that given to elementary & secondary school in Banten Province from The World Bank - Loan 4308-IND.
2. Assist the Centre Consultant and active in collecting the database of the school needs in Banten Province.
3. Direct Inspection, randomly & monthly, to all Cities /Resident of Banten province especially to Elementary & secondary schools.
6. Active in assisting the Centre Consultant to arrange the monthly report for the Education Department of Banten Province & the World bank, as well.
7. Attend and assist the Centre Consultant to prepare the documents and tools for native speaker, in a Seminar or training of improvement education quality.

Education

2000

School of Foreign Languages Yapari - ABA Bandung

Bachelor's Degree in Linguistics/Languages | Indonesia

Major **English**
CGPA **2.65 / 4.0**

Skills

Advanced

Strong Leadership, Smart & keen Communication, Good Negotiator, English Communication Skills

Intermediate

Microsoft Office (Word, Excel, Power Point), Internet application.

Languages

Language

Spoken

Written

English (Primary)	Active	Active
Bahasa Indonesia	Active	Active

Additional Info

Preferred Work Location	Bandung, Bali, Lombok, Overseas
Driving License	Sim A & C

About Me

Gender	Male
Age	46 years
Telephone Number	(+62) 8979980661
Address 1	Damar Mas Regency Jl. Papandayan V No. 11, Ds. Kamasan - Kec. Banjaran Kab. Bandung, 40377, Bandung, Jawa Barat, Indonesia.
Address 2	Perum Dalung Permai - Kuta Utara – Badung – Bali, Indonesia.