

Bandung, 25 Januari 2024

Perihal : Lamaran kerja

Lampiran : 10 berkas

Yth Ibu/Bapak **HR HONDA IBRM**  
**Jl. Raya Cimindi No.88**

Dengan hormat,

Saya yang bertanda tangan dibawah ini :

Nama : Salba Sakinah Sukma Pratiwi  
Tempat, Tanggal lahir : Bandung, 17 Agustus 1998  
Jenis Kelamin : Perempuan  
Agama : Islam  
Pendidikan : D3 Administrasi Bisnis  
Alamat : Jl Maleber Utara RT 01 RW 04 Kelurahan Garuda Kecamatan Andir  
Nomor telepon : 08999536983

Melalui surat ini saya bermaksud untuk melamar pekerjaan di **Honda IBRM Cimahi**. Sesuai dengan persyaratan pelamar yang dicari saya merasa cocok untuk melamar posisi **Service Advisor** didukung dengan kemampuan kuat di bidang administrasi, selling skill dan komunikasi. Saya memiliki pengalaman kerja terakhir sebagai Service Advisor di Mitsubishi Sudirman Bandung selama empat tahun. Saya pernah mendapatkan penghargaan sebagai The Best Service Advisor Regional Jabar Banten tahun 2023.

Sebagai bahan pertimbangan lain nya saya lampirkan beberapa berkas sebagai berikut :

1. Scan Sertifikat Penghargaan
2. Scan Ijazah
3. Scan Transkrip nilai
4. Scan KTP, BPJS Ketenagakerjaan dan BPJS Kesehatan
5. Sertifikat
6. Resume pribadi

Demikian surat lamaran ini dibuat dengan sebenar-benarnya, besar harapan saya dapat bergabung menjadi bagian dari **HONDA IBRM CIMAHI**. Semoga saya menjadi salah satu kandidat yang dipertimbangkan dan bisa melanjutkan tahapan rekrutmen selanjutnya. Atas perhatian nya saya ucapkan terimakasih.

Hormat saya,



(Salba Sakinah Sukma Pratiwi)



PT. Krama Yudha Tiga Berlian Motors



This Appreciation Certificate is awarded to

**Salba Sakinah Sukma Pratiwi**

PT. SURYAPUTRA SARANA - BANDUNG

as

**THE BEST REGIONAL 2 SERVICE ADVISOR  
AREA WEST JAVA & BANTEN**

through participation in the

**FUSO 35 CONTEST 2023**

Jakarta, January 18<sup>th</sup> 2024

Aji Jaya

Director of Sales & Marketing Division

Kei Kubota

Director of Sales & Marketing Division



# POLITEKNIK NEGERI BANDUNG

(Surat Keputusan Direktur Jenderal Pendidikan Tinggi RI Nomor : 03/DJ/KEP/1979, 27 Januari 1979)  
Decree of the Directorate General of Higher Education of the Republic of Indonesia, Number 03/DJ/KEP/1979, 27 January 1979  
Status Akreditasi : "A" (No. : 2984/SK/BAN-PT/Akred/PT/XII/2016)  
Status of Accreditation :

Nomor Ijazah : 634112019000361  
Certificate Number :



Menyatakan bahwa  
State that

## Salba Sakinah Sukma Pratiwi

Nomor Induk Mahasiswa 165211023  
Student's Identification Number 165211023

lahir pada tanggal 17 Agustus 1998 di Bandung, Nomor Induk Kependudukan 327315570890022  
born on 17 August 1998 in Bandung, National Identity Number 327315570890022

telah menyelesaikan pendidikan program Diploma III pada Jurusan Administrasi Niaga  
has completed the programme of Diploma III at Department of Commerce

Program Studi Administrasi Bisnis pada tanggal 16 Agustus 2019.  
In the Study Programme of Business Administration on 16 August 2019

Oleh sebab itu, kepadanya diberikan gelar  
Therefore, the person above mentioned is awarded the degree of

## Ahli Madya Administrasi Bisnis (A.Md.A.B.)

beserta segala hak dan kewajiban yang melekat pada gelar tersebut.  
and holds all the embedded rights and responsibilities for that degree.

Diterbitkan di Bandung, tanggal 20 Agustus 2019.  
issued in Bandung, on 20 August 2019

Pembantu Direktur Bidang Akademik,  
Assistant Director for Academic Affairs,

Dr. Ir. Andriyanto Setyawan, MT

Direktur,  
Director,

Dr. Ir. Rachmad Iimbang Tritjahjono, MT

Ijazah ini diberikan berdasarkan Surat Keputusan Direktur Nomor : 2449.1/PL1/KM/2019  
This Diploma was given in accordance with the Decree of Director Number :

POLBAN000882



# TRANSKRIP AKADEMIK POLITEKNIK NEGERI BANDUNG

Nomor Ijazah : 634112019000361  
Nama : Salba Sakinah Sukma Pratiwi  
NIM : 165211023  
Tempat Lahir : Bandung  
Tanggal Lahir : 17 Agustus 1998  
Jurusan : Administrasi Niaga  
Program : Ahli Madya (Diploma III)  
Program Studi : Administrasi Bisnis

Nomor Transkrip : TR-634112019000361  
Tahun Diterima : 2016  
Tanggal Lulus : 16 Agustus 2019



NO	MATA KULIAH	SKS	NILAI
1.	Akuntansi Jasa	3	AB
2.	General English 1	2	BC
3.	Pengantar Ilmu Administrasi	2	AB
4.	Aplikasi ITK	3	B
5.	Matematika Bisnis	3	BC
6.	Key Boarding Skill	3	AB
7.	Pendidikan Agama	2	B
8.	Pengembangan Diri	2	B
9.	Adm Perpajakan	2	D
10.	General English 2	2	BC
11.	Pengetikan Bisnis	3	AB
12.	Komunikasi Bisnis	3	A
13.	Manajemen Kearsipan	3	AB
14.	Pengembangan Kelompok	2	BC
15.	Pendidikan Pancasila	2	AB
16.	Bahasa Mandarin 1	2	A
17.	Bahasa Inggris Bisnis (Berbicara)	2	B
18.	Pendidikan Kewarganegaraan	2	AB
19.	Etika Profesi Administrasi	2	A
20.	Administrasi Perkantoran	3	A
21.	Korespondensi Bisnis	3	AB

NO	MATA KULIAH	SKS	NILAI
22.	Sistem Kearsipan Elektronik	3	AB
23.	Manajemen Kantor	3	AB
24.	Bahasa Mandarin 2	2	A
25.	Pengantar Bisnis	3	A
26.	Bahasa Inggris Bisnis (Mendengar)	2	BC
27.	Statistika Bisnis	2	BC
28.	Prinsip Prinsip Pemasaran	3	BC
29.	Proyek Bisnis Kecil 1	3	B
30.	Bahasa Indonesia	2	BC
31.	Protokol dan Kehumasan	3	A
32.	Administrasi Ekspor Impor	3	B
33.	Aplikasi Kantor	3	AB
34.	Simulasi Bisnis	3	A
35.	Metode Penelitian Bisnis & Proyek	3	AB
36.	Kewirausahaan	2	AB
37.	Manajemen SDM	3	B
38.	Proyek Bisnis Kecil 2	3	B
39.	Hukum Bisnis	2	AB
40.	Otomatisasi Kantor	3	A
41.	Praktik Kerja Lapangan Dan Seminar	4	A
42.	Laporan Tugas Akhir	5	A

JUDUL TUGAS AKHIR : ANALISIS LOYALITAS PELANGGAN PERUSAHAAN PT TIKI JALUR NUGRAHA EKAKURIR (JNE) BANDUNG

HURUF MUTU	A	AB	B	BC	C	CD	D	E
ANGKA MUTU	4.0	3.5	3.0	2.5	2.0	1.5	1.0	0.0

Satuan Kredit Semester (SKS) : 111  
Indeks Prestasi Kumulatif (IPK) : 3.35

Predikat : SANGAT MEMUASKAN

Direktur,

Bandung, 20 Agustus 2019

Pembantu Direktur Bidang Akademik

Dr. Ir. Rachmad Imbang Tritjahjono, MT  
NIP. 196003161987101001

Dr. Ir. Andriyanto Setyawan, MT  
NIP. 196702061995121001

PROVINSI JAWA BARAT  
KOTA BANDUNG

NIK : 3273155708980022

Nama : SALBA SAKINAH SUKMA PRATIWI

Tempat/Tgl Lahir : BANDUNG, 17-08-1998

Jenis kelamin : PEREMPUAN Gol. Darah : O+

Alamat : JL. MALEBER UTARA  
RT/RW : 001/004  
Kel/Desa : GARUDA  
Kecamatan : ANDIR

Agama : ISLAM

Status Perkawinan: KAWIN

Pekerjaan : MENGURUS RUMAH TANGGA

Kewarganegaraan: WNI

Berlaku Hingga : SEUMUR HIDUP



KOTA BANDUNG  
22-12-2020



KARTU PESERTA

3273 1557 0898 0022  
20024959676

SALBA SAKINAH SUKMA PRATIWI



01-04-2020



 Kartu Indonesia Sehat 



Nomor Kartu : 0002873636932

Nama : SALBA SAKINAH SUKMA PRATIWI

Alamat : JL. MALEBER UTARA 1/4 GARUDA, ANDIR, KOTA BANDUNG

Tanggal Lahir : 17-08-1998

NIK : 3273155708980022

Faskes Tingkat I : GARUDA

Syarat dan Ketentuan:  
1. Kartu Peserta harap dibawa ketika berobat.  
2. Apabila kartu ini disalahgunakan akan dikenakan sanksi.  
3. Apabila ada perubahan atau kehilangan Kartu, segera lapor ke kantor BPJS Kesehatan setempat.

BPJS Kesehatan Care Center 165  
[www.bpjs-kesehatan.go.id](http://www.bpjs-kesehatan.go.id)



FUSO SERVICE ADVISOR  
( FSA )

NO : 347 / CERTIFICATE / BA & FSA1-1904F / 2019

**Salba Sakinah Sukma Pratiwi**

Register No. : 16882

PT. SURYAPUTRA SARANA  
BANDUNG

This is to certify, that the above person has successfully completed  
Service Management Training for

**BASIC AUTOMOBILE  
&  
FUSO SERVICE ADVISOR 1**


From December 03<sup>rd</sup> – December 13<sup>th</sup>, 2019

at Krama Yudha Tiga Berlian Motors Training Center  
Jakarta

Jakarta, December 13<sup>th</sup>, 2019

  
  
**DONI MAKSUDI**  
Deputy Group Head of  
Technical & Training Group  
Sales & Marketing Division

MITSUBISHI FUSO authorized distributor

 PT Krama Yudha Tiga Berlian Motors



TRAINING FUSO SERVICE ADVISOR(

FSA-2 )

NO : C8294 / CERTIFICATE / FSA2-2202F-KTB / 2022

**Salba Sakinah Sukma P.**

Register No. : 16882

SURYAPUTRA SARANA, PT

BANDUNG

This is to certify, that the above person has successfully completed training

**FUSO SERVICE ADVISOR 2**

From September 05<sup>th</sup> - 09<sup>th</sup>, 2022

at Krama Yudha Tiga Berlian Motors Training Center

Jakarta

Jakarta. September 09<sup>th</sup>, 2022

A handwritten signature in blue ink, appearing to read 'Jasman', is written over a circular blue stamp. The stamp contains the text 'KRAMA YUDHA TIGA BERLIAN MOTORS' around the perimeter and 'KTB' in the center.

HASMAN

Dept. Head 3S

Training Dept.

Sales & Marketing Division

# Microsoft

Office Specialist

## EXAM SCORE REPORT

### CANDIDATE

**Salba Sakinah Sukma Pratiwi**  
Jalan Jendral Sudirman No 826 Gang Sukaseni  
RT03 RW01 No 45 Kel. Cijerah Kec. Bandung  
Kulon Bandung,  
Bandung 40213  
salbasakinahsp@gmail.com

### EXAM

**77-727: MOS: Microsoft Office Excel 2016: Core Data  
Analysis, Manipulation, and Presentation**

Exam reference #: 35380165  
Date: July 5, 2019  
ID: Salbasakinahsp

RESULTS	100	200	300	400	500	600	700	800	900	1000
Required Score										
Your Score										

### SECTION ANALYSIS

Create and Manage Worksheets and Workbooks	92%
Manage Data Cells and Ranges	83%
Create Tables	67%
Perform Operations with Formulas and Functions	80%
Create Charts and Objects	33%

### FINAL SCORE

Required Score	700
Your Score	820

### OUTCOME

Pass	
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# Microsoft Office Specialist

**Salba Sakinah Sukma Pratiwi**

has successfully completed the requirements to be recognized as a Microsoft Office Specialist for

**Office Excel® 2016**

Office Excel® 2016

Date of achievement: July 5, 2019  
verify.certport.com UyUA-sFMp

  
Satya Nadella  
Chief Executive Officer

**Microsoft**  
Office Specialist

## SALBA SAKINAH SUKMA PRATIWI

Jl Jendral Sudirman Gang Sukaseni 1 03/01 Cijerah 40213, Bandung, Jawa Barat, Indonesia  
[salbasakinahsp@gmail.com](mailto:salbasakinahsp@gmail.com) (62) 8999536983, <https://www.linkedin.com/in/salba-pratiwi-1708/>

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### EDUCATION

- Politeknik Negeri Bandung, Business Administration** July 2016 – August 2019  
Diploma III of Business Administration GPA 3.35/4.00
- SMA Negeri 6 Bandung, 6 Senior High School Bandung, Science** Juni 2013 – September 2016  
Honor : as a member of the Sundanese angklung cultural art music

### EXPERIENCE

**Service Advisor in PT Suryaputra Sarana dealer authorized Mitsubishi Fuso** September 2019 – Present

- Greet customers and offer excellent customer service from intake to release of their vehicles
- Determine and diagnose car issues based on customer description and vehicle condition
- Translate customer-reported problems to actionable work orders for technicians to complete
- Order necessary parts from suppliers and double-check that they are delivered to technicians
- Ensure that automotive work provided to customers meets company quality standards
- Invoice and collect payment from customers for services rendered
- Handle and resolve customer complaints regarding services
- Maintain customer records and enter data into computer databases
- Explains the work completed by mechanics and makes suggestion for future maintenance

From the start of working until December 2021 as a workshop service advisor, with a monthly turnover of 1,200,000,000 IDR. Handle 2 mechanical leaders with 14 mechanics. Then from January 2022 until now, I served as a service advisor for a mobile workshop service that serves vehicle maintenance on the spot, with turn over of 277.850.000 IDR per month, responsible to one leader and 5 mechanics.

**Administration Staff of Sales Corporate division (Intership) in PT TIKI JNE** January 2019 – March 2019

- Archiving consumer data and cooperation contracts
- Updating consumer data
- Arranging division meetings
- Record daily activities from Account Executive
- Help process data on the amount of turnover per day

**Crew Store of Carla Boutique Galery PT Tokarindo Citrainti** July 2016 – Agustus 2016

- Receive customers and assist them with the selection of merchandise
- Greet, interact and monitor customers to assist the store in loss prevention
- Display and organize products in a store for the customers to locate easily
- Help customers in billing and payment processes at the stores counter
- Communicate information about product availability, nutritional information and ingredients
- Maintain the outlook of the store through dusting, cleaning and restocking merchandise on the shelves
- Handle record keeping and re-ordering systems
- Help with preparation for displays

### LICENCIES & CERTIFICATION

- Microsoft Office Specialist: Microsoft Office 2016** 5 July 2019  
This exam measures competency in creating and managing professional documents for a variety of specialized purposes and situations. Score 820/1000

**Basic Automobil & Fuso Service Advisor 1**

December 2019

This training learn about function of part in vehicle, and we learn about a procedure service to customer from pre delivery inspection, after sales service, and repair or service periodical.

**Fuso Service Advisor 2**

September 2022

In this training learn about 22 topic some of them are selling skills, complaint handling technique and some consumer characters.

**SKILLS AND INTERESTS**

**Fast typing**, test skill by website 10fastfingers.com get score speed typing 50 word per munite with accuracy 96.5% for English paragraph, and for bahasa Indonesia paragraph I get score speed 70 typing word per munite accuracy 95.4%

**Presentation skill**, fluently presentation using bahasa indonesia.

**HONORS AND REWARDS**

**The Best Regional 2 Service Advisor September 2023 Mitsubishi FUSO Jawa Barat & Banten**, Issued by PT Krama Yudha Tiga Berlian. Service Advisor contest is how to customer service procedure starting from the moment the consumer comes to the workshop until the delivery of the vehicle which has completed service and also sparepart selling skills rise the income with up selling and cross selling skill.