



RINI OKTAVIANA DEWI, S.HUM

ABOUT ME

Sociable personality, conscientious, work neatly, easy to get along with, communicative, fast to learn new things, can work individually and in team, disciplined, and honest.

PERSONAL IDENTITY

Place of Birth Date : Bandung, 20-10-1995
Gender : Female
Religion : Islam
Marital Status : Married
Nationality : Indonesia

CONTACT INFORMATION

Phone : 081220446690
E-mail : rinioktaviana95@gmail.com
Adress : Griya Pos&Giro Block C RT 01/RW 08, Cimekar Village, District Cileunyi, Bandung, West Java

ACHIEVEMENT

- included in the Top 30 Best Agent Outbound Call Telkomsel 2018 at PT. Infomedia Solusi Humanika
- included 1-star Service Expert in Alibaba.com Global Supplier at PT. Sinergi Sukses Digitalindo

BASIC SKILLS

Computerized

MS Word
MS Excel
MS Powerpoint
MS Outlook
Internet
Adobe Photoshop
Canva

Language Skills

Indonesian
English

WORK EXPERIENCE

Admin Customer Service E-Commerce

PT. Semut Merah Squad (J&T Alibaba)
E-commerce company in the B2B (Business to Business) segment

- Input customer data
- Manage multiple marketplaces
- Check product availability
- Serve and reply chats from customers

Contact Center Telkomsel

PT. Infomedia Solusi Humanika
Companies engaged in the field of Human Capital Services

- Offering Kartu Halo migration
- Assist in card activation from prepaid to postpaid
- Handling complaints
- Input customer data

Service Consultant

PT. Sinergi Sukses Digitalindo (Alibaba.com Channel Partner)
E-commerce company in the B2B (Business to Business) segment

- Maintenance of existing customers on the Alibaba.com platform
- Guiding customers who have joined Alibaba.com
- Data recap and reply to customer e-mail

Maintenance Reminder and Appointment

PT. Mitradeka Mandiri (Authorized Toyota Dealer)
Automotive company which operates in the motor vehicle trading

- Maintenance of existing customers in the booking list
- Answer and direct phone calls, e-mail, and Whatsapp text
- Create and coordinate customer appointment
- Remind customers to carry out punctual service
- Create daily report and send via e-mail to Service Manager

FORMAL EDUCATION HISTORY

Sunan Gunung Djati Islamic State University of Bandung

Bachelor of Humanities, 2017

English Language and Literature

GPA: 3,67 Cumlaude