

# Andre Adyatmoko

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## Summary

Hello, I'm Andre Adyatmoko, a professional seeking new challenges and opportunities for growth. With a background in nursing and experience in customer service at Tokopedia, I have developed a strong foundation in communication, teamwork, and problem-solving.

My passion for embracing new challenges and expanding my horizons has led me to continuously seek opportunities for personal and professional development. I am motivated by the desire to contribute my skills and expertise in a dynamic and evolving work environment.

Throughout my career journey, I have honed my abilities to adapt quickly, think critically, and work collaboratively with diverse teams. I thrive in fast-paced settings and enjoy tackling complex problems head-on, leveraging my strong analytical and problem-solving skills.

As a professional who is constantly seeking growth, I am excited to explore new avenues and take on fresh challenges. I am confident in my ability to contribute value, adapt to changing environments, and achieve results. I believe that continuous learning and an open mindset are essential for success in today's rapidly evolving world.

If you're looking for a dedicated and adaptable professional with a passion for taking on new challenges, I would love to connect and explore potential opportunities. Let's connect and embark on a journey of growth and success together.

## Experience



### Customer Service Agent

Tokopedia

Mar 2022 - May 2023 (1 year 3 months)

1. Role: As a Digital Agent at Tokopedia's customer service, my main responsibility was to assist customers with various digital transactions.

2. Transactions: I handled inquiries and resolved issues related to purchasing mobile credit, data packages, e-money transactions, flight tickets, and other digital transaction concerns on the Tokopedia platform.

3. Customer Satisfaction: I prioritized providing prompt and effective solutions to ensure customer satisfaction throughout the process.

4. Communication: I actively listened to customers' concerns, empathized with their situations, and provided clear instructions or troubleshooting steps to address their needs.

5. Skills Developed: Working in customer service allowed me to develop strong communication and problem-solving skills, as well as a deep understanding of the platform's features and digital transaction intricacies.

6. Collaboration: I collaborated with cross-functional teams to gain insights into different aspects of the business and contribute to improving the overall customer experience.
7. Dynamic Environment: I enjoyed the dynamic nature of the role, which allowed me to constantly learn and adapt to evolving customer needs.
8. Commitment to Excellence: My experience as a Digital Agent reinforced my commitment to delivering exceptional customer service and finding effective solutions for smooth digital transactions.
9. Contributing to Positive Experiences: I value the opportunity to help customers navigate the digital landscape and contribute to their positive experiences on the Tokopedia platform.



## **Registered Nurse**

### **Ken Saras Hospital**

Jun 2020 - Feb 2021 (9 months)

1. Role: As a Nurse at Ken Saras Hospital, my role was to provide compassionate care and attend to the medical needs of patients.
2. Patient Care: I was responsible for assessing patient conditions, administering medications, and implementing treatment plans to ensure optimal patient well-being.
3. Collaborative Environment: Working in a team-based setting, I collaborated with doctors, fellow nurses, and other healthcare professionals to deliver comprehensive care to patients.
4. Critical Thinking: I developed strong critical thinking skills to make prompt decisions and respond effectively to emergency situations.
5. Communication: Effective communication was crucial in my role, as I interacted with patients, their families, and the healthcare team to provide updates, instructions, and emotional support.

## **Education**



### **Stikes Ngesti Waluyo**

#### **Associate's degree, Adult Health Nurse/Nursing**

Sep 2016 - Sep 2019

Hello, I'm Andre Adyatmoko, a passionate individual with a nursing background. Throughout my studies, I developed strong skills in patient care, including administering medications and fulfilling their basic needs during hospitalization.

I am dedicated to providing compassionate care and ensuring patients receive the necessary medications and primary support during their treatment. I am skilled at assessing patient needs, implementing care plans, and collaborating with multidisciplinary teams to optimize patient well-being.

Driven by a commitment to improving patient outcomes, I am constantly seeking opportunities to expand my knowledge and skills in healthcare. I am eager to contribute to the well-being of individuals in need and make a positive impact within the healthcare industry.

If you are seeking a compassionate and dedicated healthcare professional, I would love to connect and discuss potential collaborations.

## **Skills**

Nonprofit Organizations • Negotiation • Communication • Medical Devices • Nursing Management • Customer Support • Salesforce.com • Process Improvement • English • Marketing