



## RABIEV HASAN

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### PROFILE

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A committed 7th-semester international student from Tajikistan, pursuing a degree in Accounting at Universitas Singaperbangsa Karawang. Proficient in analyzing financial data, designing systems, and utilizing technology to enhance business operations. Experienced in **teaching English** both **online** to Tajik students and in Tajikistan, demonstrating strong communication and instructional skills. Enthusiastic about leveraging accounting expertise and information systems to enhance organizational effectiveness and achieve tangible outcomes. Flexible, results-driven, and eager to add value to professional settings with a robust work ethic and diverse outlook.

### EDUCATION

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**University of Singaperbangsa Karawang** – Karawang, Indonesia (Sept 2021 - Present)

*Undergraduate, Majoring in Accountancy, (GPA: 3.55 out of 4.00)*

- Awardee of IUP Scholarship at Universitas Singaperbangsa Karawang at 2021. Active as a participant and attendance at International Conferences and Seminars

### WORK EXPERIENCE

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**OJSC “ALIF BANK”** – Tajikistan, Dushanbe (January 2022 – April 2022)

*Junior Specialist in Remote Service Center*

- Provided customer support through remote channels, addressing inquiries and resolving issues with efficiency and professionalism.
- Assisted in the onboarding of clients to digital banking services, ensuring seamless user experiences.
- Maintained and updated client records in compliance with company standard and confidentiality policies.
- Supported senior specialists in handling complex cases and escalations.
- Gained foundational knowledge of remote banking operations and customer service tools.

**OJSC “ALIF BANK”** – Tajikistan, Dushanbe (April 2022 – August 2022)

*Specialist in Remote Service Center*

- Took ownership of advanced customer service tasks, delivering solutions to complex inquiries and escalated issues
- Mentioned and enhanced service quality by analyzing customer feedback and identifying areas for improvement.
- Collaborated with cross-functional teams to optimize remote banking processes and introduce new features.
- Trained and mentored junior specialists to ensure consistent service standards across the team.
- Leveraged technical skills to troubleshoot system issues, contributing to improved operational efficiency.

### PROJECT EXPERIENCES

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**SULAM (location: Indonesia)**

(30 May 2023 - 2 June 2023)

Service Learning Malaysia - University for Society) Program UiTM, Malaysia X Fakultas Ekonomi Unsika, Indonesia

- Collaborated with peers and faculty to address societal challenges through community-based economic projects
- Contributed to capacity-building initiatives, applying theoretical knowledge to real-world scenarios.
- Fostered cross-cultural communication and teamwork within an international academic setting.
- Conducted assessments of local economic conditions to propose sustainable solutions.

**SULAM (location: Malaysia)**

**(16 May 2024 - 25 May 2024)**

Service Learning Malaysia - University for Society) Program UiTM, Malaysia X Fakultas Ekonomi Unsika, Indonesia

- Engaged in fieldwork that focused on empowering communities through innovative economic strategies.
- Coordinated with local stakeholders to implement impactful projects, emphasizing sustainability.
- Enhanced problem-solving skills by addressing complex challenges in a multicultural environment.
- Presented findings and recommendations to academic and community leaders, showcasing analytical and collaborative abilities.

## **ORGANIZATION and VOLUNTEER EXPERIENCES**

**Customer Service Volunteer (OJSC ALIF BANK)**

**December 2022 (15 days)**

- Assisted customers with inquiries and provided effective solutions, enhancing their overall service experience.
- Developed communication and interpersonal skills by engaging with diverse clientele.
- Gained foundational experience in handling customer-related tasks and managing service requests.

**Auto Credit Consultant Volunteer (OJSC ALIF BANK)**

**December 2022 (15 days)**

Remote Service Center

- Supported customers in understanding and applying for auto credit services.
- Guided clients through the loan application process, ensuring clarity and satisfaction.
- Strengthened analytical skills by reviewing credit applications and advising clients based on their financial profiles.

**KKN Unsika**

**(June 26 – August 5 2024)**

**Inbound Logistics**

- Managed resource distribution and logistics for program activities.
- Coordinated food and supplies to support participants and the community.
- Enhanced teamwork and organizational skills through effective collaboration.

## **KEY SKILLS**

- Certificate for the successful completion of Kangaroo Math competition on the dated 14.04.2019
- Certificate for the participation in the Preliminary Round of 6th International English Language Competition HIPPO 2018 English Without Borders
- Certificate for participation in Debate Courses, which was held on July 8 - August 19, 2019
- Certificate for the webinar “Menguatkan Mental Public Speaking” was held on 20th March 2024
- Certificate for the webinar “Strengthening the Security of Interconnected Information in the Cyber World which was held on 27 July 2024”

- **Languages:** Tajik (native), Persian (native), English (Upper-Intermediate), Russian (Excellent), Indonesian (Intermediate)
- More information about my achievements and certificates are provided in my LinkedIn account