

Dwi Wljaya S.Kom.



Personal statement

Dwi Wljaya (nick: Jaya) is graduated student in 2019, majoring in **Information Systems, STMIK Bina Insani**. He currently working as **Store Manager** at **Fabelio**. Jaya always has desire to evolve by learning and take an insight from everything he experiences. His main edge is the ability to think creatively, problem-solving skill including analyzing, and adaptable to any kind environment. He really enjoyed to share ideas and exchanged by group discussion.

Personal Info

Taman Wisma Asri, Bekasi, Jawa Barat | Bekasi, October 15 1997
Ph : **081218177327** | [**Dwiwijayaofficial@gmail.com**](mailto:Dwiwijayaofficial@gmail.com)

Education

STMIK Bina Insani, Faculty of Information Systems

(September 2015 – June 2019)

GPA: 3,22

Working Experiences

Store Manager Galaxy City, FABELIO, Bekasi

(February 2020 – October 2021)

Achievements and responsibilities:

- Responsible for revenue gain and contribution target of KPI for respective showroom.
- Manage responsibility for sales team on the respective showroom.
- Directing all operational aspects of each store and driving sales whilst minimizing costs.
- Analyses the strength of the products (selling contribution, revenue contribution, contribution per respective area, etc.).
- Create business strategies to attract new customers, expand store traffic, and enhance profitability.
- Motivate the sales team to meet sales objectives by training and mentoring staff.
- Hire, train, and oversee new staff.
- Undertake store administration duties such as managing store budgets and updating financial records.
- Monitor inventory levels and order new items.
- [Achievement] achieve revenue 4.8 Billion in 1 year.

Sales Executive Bekasi, FABELIO, Bekasi

(January 2019 – January 2020)

Achievements and responsibilities:

- Serve and answer customer questions about products, product purchase process and product availability.
- Work together in teams to achieve showroom and personal goals.
- Collect data from customers who come to the showroom.
- [Achievement] achieve personal revenue 2 Billion in 1 year.

Customer Experience Management Intern, Fabelio, Bekasi

(November 2018 – January 2019)

Achievements and responsibilities:

- Understand your customers.
- Create a customer journey map.
- Develop an emotional connection to your brand.
- Capture customer feedback to track satisfaction.

Certificate

TOEIC

(May 2019)

ETS

Score Listening = 240

Score Reading = 160

Certificate of Competence Lead Programmer

(July 2019)

Badan Nasional Sertifikasi Profesi (BNSP)

Certificate of Competence Junior Office Operator

(May 2018)

Badan Nasional Sertifikasi Profesi (BNSP)

Certificate of Competence Junior Technical Support

(May 2017)

Badan Nasional Sertifikasi Profesi (BNSP)

CCNA Exploration: Network Fundamentals

(August 2015)

Cisco Networking Academy

Skills and Languages

Indonesia	: Native
English	: Intermediate
Microsoft Word	: Intermediate
Microsoft Excel	: Intermediate
Google Suite	: Intermediate
Adobe Photoshop	: Intermediate
Adobe After Effect	: Intermediate

Hobbies and Interests

Basketball, Game, Movies and Design Graphic.