

ALYA ATAYA

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7, Anggrek 15B. Karet, Setiabudi.

I am a Manager of Customer Service in Cariilmu with a problem-solving mindset, reconciliation, and collaborative experience. I hope to value add and expand my horizons.

Work Experiences

Cariilmu - Jakarta

Manager of Customer Service

Apr 2021 - Present

- Set the customer service staff schedule (Host, Admin, Qontak Agent)
- Report Qontak
- Assist or replace the role of Customer Service Staff when needed (including replying to Qontak)
- Scheduling (Includes create zoom links & telegram groups)
- Follow Up participants who haven't passed the quiz and haven't done the quiz
- Send the data of participants who passed the quiz to the platform (Maubelajarapa)

Cariilmu - Jakarta

Operation & Product Development Intern

Sep 2020 - Apr 2021

- Host and admin pre-work webinars
- Update webinar participants through google spreadsheets
- Making module and conduct research related to competitors

Punya Karya - Jakarta

Business Development intern

Jun 2020 - Aug 2020

- Group listing for Micro Small and Medium Enterprises
- Create customer communication framework.
- Acquisition, training and evaluation as well as conducting research and developing results

The Shonet - Jakarta

Creative Intern

Feb 2020 - Apr 2020

- Assistant stylist in fashion and products in the photoshoot.
- Check in, check out the product's brand.
- Conducting brand that will take a photoshoot and Become a PIC for the brand in the studio.
- Helped the Merchant Team to bulk and rename photos and quality control.

Education Level

Sebelas Maret University - Surakarta

Diploma in Agribusiness, 3.60/4.00

Sep 2015 - Jun 2018

Mercu Buana University - Jakarta

Bachelor Degree in Management, 3.63/4.00

Mar 2020 -

- I'm a student here right now.

Organisational Experience

Press Institute - Surakarta

Staff of Member Organization Development

Jan 2016 - Jan 2017

- Implementing the project provided such as upgrading new members and looking for journalism news.

Staff of Member Organization Development - Surakarta

Student Executive Board

Jan 2016 - Jan 2017

- Conducting activities such as training of internal members, training of new students and study orientation

Head of Member Development - Surakarta

Press Institute, Sebelas Maret University

Jan 2017 - Jan 2018

- Leading 6 members and conduct training for internal members.

Skills & Other Experience

- **Interest:** Customer Service, Operations & Creative Fashion
- **Soft Skills:** Spreadsheet, Google Form, Microsoft Excel, Word & Power Point