



# Reni Fornita Aritonang

I'm Reni, bachelor's degree of Primary School Teacher Education at State University of Medan. I'm adaptable, organized, high motivated, strong analytical, critical thinking, excellent problem-solving skills, trust worthy with high integrity and able to handle multiple tasks.

## WORK EXPERIENCES

February 2022 - Present

### CoLearn Ambassador as Relationship Specialist

- Responsible for customer needs through live chat, social media, and email about their children education
- Introducing about CoLearn's program based on student needs
- Building sustainable relationships and trust with customer accounts through open and interactive communication
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution, keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.

December 2021- February 2021

### PT Global Kapital Investama Berjangka as Business Development Officer

- Contacting potential clients to establish relationships and arrange meetings
- Planning and overseeing new marketing initiatives
- Research organizations and individuals to discover new opportunities
- Increase the value of current customers while attracting new ones
- Find and develop new markets and increase sales
- Attend industry conferences, meetings and events

February 2019 - March 2020

### PT CICIL Solusi Mitra Teknologi as Student Ambassador

- Connecting campuses with companies to offer support programs for campus activities
- Developing social media strategies to include constantly changing metrics and responses to client engagements
- Developing product marketing campaigns for clients
- Creating website content including blogs which will attract new clients while growing our expertise in our social media spaces
- Advising clients about content marketing campaigns and product positioning
- Assisting clients by creating social media accounts and providing content as needed

August 2016 - March 2017

### Private Course as Private Tutor

- Teaching a 4th and 6th grader as they were homeschooled after moving.
- Worked on Reading/Language Arts, Mathematics, Science and others
- Nanny duties included.
- Saw substantial improvement in the students reading and math skills (the mother requested we focus heavily on those subjects).
- Increased students desire to learn.
- Skills Used Communication, patience, listening skills, working closely with others, leadership skills, time management, organization, etc..

## ORGANIZATION EXPERIENCES

2017 - 2021

- General Treasurer of MAPALA UNIMED
- Committee of PGSD FAIR UNIMED 2020

2013- 2015

- Member of English Club, Senior High School 2, pematangsiantar

## CONTACT INFORMATION

(+62) 895601905624  
 reniaritonang240499@gmail.com  
 Jl. Pusri No. 34, Kota Serang, Banten

## SOCIAL MEDIA

Reni Aritonang  
 renifornita

## EDUCATION

2017 - 2021 **Bachelor's Degree**  
Primary School Teacher Education  
State University of Medan  
GPA : 3.51 out of 4.00

2013 - 2016 **Senior High School**  
Science Major  
Senior High School 2 of Pematangsiantar

## LANGUAGE

Indonesia 95  
English 85

## PROFESSIONAL SKILLS

### Administrative Skills

Typing 85  
Bookkeeping 85  
Filing 80

### Computer Literate

Ms. Office 90  
Adobe Flash 80  
Canva 85

## PERSONAL SKILLS

Teamwork 90  
Communication 90  
Leadership 85  
Responsibility 85  
Analytical 80