



Jackson Ramot Sitorus

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Academic Background

Institution	Langlangbuana University Faculty of Law (2012 – 2013)	1 month notice -- 5th may - 16th may 2013
	Padjadjaran University Faculty of Law (2005 - 2012)	
	Politeknik Negeri Bandung Technic Conversion of Energy (2004 - 2005)	Start work 22nd may 2012
	Ujian Akhir Nasional (UAN) SMA Negeri 1 Margahayu (2001 – 2004)	

Working Experience

Period of employment	Description	Position
		Part-time
Call Center Agent (April 2015 – Until now)		
	<ul style="list-style-type: none">• Obtains and verify clients information via phone and email• Perform 1st level troubleshooting on problem reported with customer via phone• Assign engineer onsite if require• Perform live monitoring and update to customer on the case status via email and system• Ensure problem resolve and close within SLA• Respond to customer emails, handle customer enquires and complaints, escalate to superior if require• Handle case assignment for ad-hoc request such as installation and migration request	I

- Work as 24x7 call center agent, handle accounts such as 7-11, RHB and etc

Notaris Admin (Jan 2008 – October 2010)

- Provide a letter of agreement
- Posted letters under hand by enrolling in a special book (waarmeking).
- Storing data agreement
- Make a copy of the original letter hand carried a copy of either description as written and illustrated in the letter in question.
- Correct clerical errors and / or typographical errors contained in the minutes of the act that has been in the signature, by making the minutes (BA) and a note about it padaminuta original deed specifying the date and number BA correction, and a copy is sent to the parties (Article 51 UUJN).
- Binding deed prepared

Computer Skills

Computer Skills	Beginner	Intermediate	Advance
Microsoft Office		✓	
Adobe Photoshop		✓	

Language Proficiency

Language	Spoken	Written
English	Fair	Fair
Bahasa Melayu	Fair	Fair

Personal Strenght

Team Oriented
 Can work 24x7 shift
 Independent
 Self-motivated
 Able to work under pressure to meet tight deadlines
 Responsible
 Quick learner
 Flexibility and adaptability

Extra – Curricular Activities

Year	Events
2012	Choir male
2011	Basketball player
2010	Member of Indonesia psychic bond seminar
2010	Futsal player