




## About Me

Dedicated customer service with the expertise of providing quality care for ultimate customers satisfaction. Proven ability to establish and to maintain excellent communication and relationship with client. Adept to general accounting and finance transaction. Proficient in identifying customer needs and providing effective solution with. Excellent time management skill combined with superior knowledge in customer service industry. Bilingual, hardworking, and ready to join my next project. Love

## Contact

 +62 812-2800-9250

 madarinda@gmail.com

 Surakarta, Central Java-  
Indonesia

## Skills

- Sales Strategies
- Negotiation Skills
- Problem-Solving
- Time Management
- Presentation Skills
- Networking
- Market Research
- Team Collaboration
- Computer skill

## Language

- English
- Indonesia

# MADARINDA RATIH WARDANI

Customer service experience | Call center

## Education

2010-2016

MUHAMMADIYAH SURAKARTA, UNIVERSITY  
Bachelor of Physiotherapy

3.34

## Professional Experience

### CUSTOMER SERVICE

Dst Clinic (2017, Jan-2022 Jul)

- Maintained up to date knowledge of products and services.
- Handled customer calls and responded to queries about services, product malfunction, promotion and billing.
- Worked to address all customers concerns in a timely effective manner.
- Developed successful tactics to sell products and services to customer.

### CALL CENTER

PT. AdMedika (2022 Oct - 2024 Aug)

- Managed large numbers of calls on a daily basis with the sense of calm and good work ethic.
- Worked to understand various customers needs.
- Provided customers with up to date information related to products and promotion offerings.
- Handled complaints in a professional and effective way.
- Performed superior work logs, demonstrating accountability.

### LEADER CALL CENTER

PLN Insurance (2024 Aug - Present)

- Showing effective communication skill to team member in order to ensure the accountability of product information delivery.
- Accountable to team member's performance development, having their knowledge and skills up to date and relevant.
- Ensuring that all team members shall comply to shift allocation and scheduled activities, in order to achieve contact center target.
- Conducting regular briefing session, for performance and job evaluations, and means of sharing information.