

TITA W.PRATIWI

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Moladin | Customer Service & Experience Associate | January 2022 – Agustus 2024

- Monitoring and Mentoring Best Talent to Run 4 Division and Liaise with BPO Company to provide sufficient manpower to handle **> 20K Monthly transaction, with 30% contact rate**
- Deliver the [best customer experience](#) by delivering **>4.5 CSAT, 60 NPS, <1 minutes first response time and <60 minutes resolutions time** for 1 segment (Moladin Dealer)
- Handled 38,774 tickets for 1 year, with an average Full Resolution Time of 39.74 minutes (target 60 minutes)
- Developed work protocols with a total of **33 categories, sub-category I of 66, and sub-category II of 330 protocols during August 2023 - August 2024**
- Reached typing speed of 54 WPM in English and 65 WPM in Bahasa Indonesia
- Accomplished unit purging sales of **65 leads**, with a gross worth of **IDR 7,159,650 (August 2023)**
- Completed the GSTD Project **Lean Six Sigma (Connected Rate Improvement for Lead Management Team)**
- Gathered management feedback **with a 100% completion delivery rate**

Jelita Parahyangan Hotel | Front Desk Manager | January 2013 – January 2022

- Managed reservations with a target of **100% occupancy for 53 rooms**
- Reporting and monitoring operation.
- Handled for group reservation from client : Group Cabor Angkat Besi Kota Bekasi Province of Jawa Barat and earn revenue **IDR 168.000.000 (2014-2015)**

PT Himalaya Everest Jaya | Admin Sales | April 2012 – Oct 2012

- Work with Branch Manager, for reporting and helping created success plan for Sales team with completary visit plan >90%
- Achieved **>75% approval rate for daily sent quotations**

PT. Nav Jaya Mandiri (NAV Karaoke Keluarga) | Head Cashier | July 2008 - April 2012

- Supervised a team of 6 cashiers, arranged schedules, and collaborated to provide services, reservations, and upselling food and beverages
- Achieved **98% room occupancy per day with 23 rooms**
- Proactively increased outlet revenue with a target of **IDR 200,000,000/month by managing room reservations**
- Managed overall cashier operations, handling **100-150 transactions/day**

CERTIFICATION

- [Harisenin](#) Proclass SEO Specialist Batch I, Harisenin, Nomor: HSPC/SEO/001/20230513046, 2023
- Six Sigma Yellow Belt, [The Council for Six Sigma Certification](#) (CSSC), Nomor: MDN-LSSYB-71RS5F4E, 2023

EDUCATION

- [Sekolah Tinggi Ilmu Ekonomi STEMBI Bandung](#), Diploma III, Management, 2011-2016.