

TIA SYAFIRA AINI

0852-1089-9544 · tiasyafiraa31@gmail.com
Cipare Ranjeng Raya, Serang, Banten

My responsible for managing and enhancing relationships with customers to ensure their satisfaction and loyalty. They serve as the primary point of contact for customers, addressing inquiries, resolving complaints, and providing support to ensure a positive experience.

STRENGTHS AND EXPERTISE

Microsoft
Zoom
Google Apps

Financial Reporting
Customer Services

Team Leadership
Communication
Operations Management

PROFESSIONAL EXPERIENCE

PT Andalan Auto Prima - Hyundai

March 2022 - June 2024

Customer Relation Officer

Job Description:

- Interact with customers via various channels including phone calls, emails, and in-person meetings to understand their needs and concerns.
- Gather feedback from customers regarding their experiences, preferences, and suggestions for improvement, and relay this information to the appropriate departments within the company.
- Build and maintain strong relationships with customers, fostering loyalty and trust through personalized interactions and exceptional service.
- Collaborate with other departments such as sales, marketing, and product development to ensure a unified approach to customer satisfaction and retention.

PT Ultra Prima Corrugator

September 2021 - January 2022

Engineering Administration

Job Description:

- Maintaining accurate project documentation, including specifications, reports, and other technical documents.
- Assisting in budget preparation and monitoring project expenditures to ensure adherence to financial constraints.
- Facilitating communication and collaboration between engineering teams, other departments, clients, and stakeholders.
- Generating purchase orders based on approved requisitions or requests, ensuring accuracy and compliance with procurement policies and budgetary constraints.

Customer Relation Officer

Job Description:

- Interacting with customers via various channels such as phone, email, chat, or in-person to address inquiries, resolve issues, and provide assistance.
- Handling customer complaints and escalations in a timely and effective manner.
- Maintaining accurate records of customer interactions, including notes on inquiries, complaints, resolutions, and follow-up actions.
- Handling customer-related crises or emergencies with professionalism, empathy, and a focus on resolution.
- Building strong, long-term relationships with customers by demonstrating reliability, trustworthiness, and a commitment to customer satisfaction

EDUCATION

STIE DWI MULYA - S1 Management

October 2021 - November 2023

GPA 3.34 / 4.00

LP3I BANTEN - DII Business Administration

August 2019 - September 2021

GPA 3.55 / 4.00

SKILLS

- Communication Skills
- Patience
- Problem-Solving Skills
- Follow-Up Skills
- Time Management
- Public Speaking

SOFTWARE

- Microsoft office
- Google Application
- Zoom
- Canva

ABILITIES

- Ability work in team
- Effective Time Management
- Adaptive
- Fast Learner

LANGUAGE

- English
- Indonesian

No. Seri Ijazah : 000911
Certificate serial Number

No. Ijazah Nasional : 612012023000949
National Certificate Number



SEKOLAH TINGGI ILMU EKONOMI DWIMULYA

SK MENDIKNAS NO. 3/D/O/2009

IJAZAH

ST Degree Certificate
Diberikan Kepada :
Certi to :

NAMA

: TIA SYAFIRA AINI

NOMOR INDUK KEPENDUDUKAN (NIK) : 3604017110010088

NOMOR INDUK MAHASISWA : 2231191191

TEMPAT DAN TANGGAL LAHIR : Serang, 31 Oktober 2001
Place and Date of Birth : Serang, October 31, 2001

JENJANG PENDIDIKAN

: SARJANA (S1)
Bachelor of Degree

PROGRAM STUDI

: MANAJEMEN
Management

TANGGAL KELULUSAN

: 2 Oktober 2023
October 2, 2023

NO. SK YUDISIUM

: 102/IV-81/SK-STIEMD/X/2023

NO. SK AKREDITASI INSTITUSI

: 532/SK/BAN-PT/AK-PKP/PT/MI/2020
Certificate Number of Institution Accreditation

NO. SK AKREDITASI PRODI : 6572/SK/BAN-PT/AK.KP/S/IX/2022
Certificate Number of Majored Accreditation

Setelah memenuhi semua persyaratan yang telah ditentukan, kepada yang bersangkutan diberikan segala hak dan wewenang yang berhubungan dengan ijazah ini, serta berhak memakai gelar akademik **SARJANA MANAJEMEN (S.M.)**
Having fulfilled all the requirements, the person concerned is given all the rights and authorities associated with this certificate, and has a right to use the academic title Bachelor of Management

Kepala Program Studi
Head of Study Program

Miftahul Uhm, S.Kom., S.M., M.M.
NIK. 10.02.0067.12



Serang, 30 November 2023
Ketua
Chairman

Dr. H. Rachmat Maulana, S.Sos., M.Si.
NIK. 10.02.0002.13



SEKOLAH TINGGI ILMU EKONOMI DWIMULYA

SK MENDIKNAS NO. 3/D0/O/2009
TERAKREDITASI : BAN-PT No. 532/SK/BAN-PT/Ak-PKP/PT/II/2020
Sekretariat : Jl. Pusri No. 2, Kec. Serang, Telp. (0254) 7926738 Kota Serang - Banten

TRANSKRIP AKADEMIK ACADEMIC TRANSCRIPT

Nomor Ijazah / Certificate Number : 612012023000949
Nama / Name : TIA SYAFIRA AINI
Nomor Induk Mahasiswa / Student Registration Number : 2231191191
Tempat Dan Tanggal Lahir / Place and Date of Birth : Serang, 31 Oktober 2001
Jenjang Pendidikan / Education Level : Sarjana (S1)
Program Studi / Study Program : Manajemen

NO	KODE	MATA KULIAH (SUBJECT)	HM	AM	SKS	M
MPK (Mata Kuliah Pembinaan Kepribadian) (Personality Development Subject)						
1	610110103	Bahasa Indonesia (Indonesian)	A	4	2	8
2	610110104	Bahasa Inggris I (GE) (English I (General English))	B	3	2	6
3	610120205	Bahasa Inggris II (Korespondensi) (English II (Correspondence))	A	4	2	8
4	610110101	Pendidikan Agama (Religion Education)	A	4	2	8
5	610110102	Pendidikan Pancasila dan Kewarganegaraan (Pancasila and Civic Education)	A	4	2	8
MKK (Mata Kuliah Keilmuan dan Keterampilan) (Scientific and Skills Subject)						
6	610210510	Bank dan Lembaga Keuangan (Banks and Financial Institutions)	A	4	2	8
7	610210312	Ekonomi Pembangunan (Development Economics)	A	4	2	8
8	610210723	Ekonomi Syariah (Islamic Economics)	B	3	3	9
9	610220617	Ekspor Impor (Export Import)	B	3	3	9
10	610210308	Manajemen Basis Data (Database Management)	B	3	2	6
11	610320623	Manajemen Perbankan (Banking Management)	B	3	3	9
12	610210518	Manajemen Resiko dan Asuransi (Risk Management and Insurance)	A	4	3	12
13	610210719	Manajemen Ritel (Retail Management)	B	3	3	9
14	610210111	Matematika Ekonomi (Economic Math)	B	3	3	9
15	610210509	Metodologi Penelitian (Research Methodology)	B	3	3	9
16	610210101	Pengantar Akuntansi I (Introduction to Accounting I)	B	3	3	9
17	610220202	Pengantar Akuntansi II (Introduction to Accounting II)	B	3	3	9
18	610120206	Pengantar Aplikasi Komputer (Ms Word & Excell) (Introduction to Computer Applications)	A	4	2	8
19	610210103	Pengantar Bisnis (Introduction to Business)	B	3	3	9
20	610220206	Pengantar Ekonomi Makro (Introduction to Macroeconomics)	A	4	3	12
21	610210105	Pengantar Ekonomi Mikro (Introduction to Microeconomics)	B	3	3	9
22	610220204	Pengantar Manajemen (Introduction to Management)	A	4	3	12
23	610220416	Pengantar Teknologi Informasi (Introduction to Information Technology)	A	4	2	8
24	610220413	Perekonomian Indonesia (Indonesian Economy)	B	3	2	6
25	610210720	Seminar Manajemen (Management Seminar)	A	4	3	12
26	610220214	Statistik Ekonomi I (Economic Statistics I)	B	3	3	9
27	610210315	Statistik Ekonomi II (Economic Statistics II)	A	4	3	12
MKB (Mata Kuliah Keahlian Berkarya) (Work Skills Subject)						
28	610310302	Akuntansi Biaya (Cost Accounting)	B	3	3	9
29	610320416	Akuntansi Manajemen (Management Accounting)	B	3	3	9
30	610310519	E-Commerce (E-Commerce)	B	3	2	6
31	610220418	Komputer Aplikasi Manajemen (MYOB) (Computer Management Application (MYOB))	B	3	2	6
32	610320620	Komputer Statistik (SPSS) (Computer Statistics (SPSS))	B	3	2	6



NO	KODE	MATA KULIAH (SUBJECT)	HM	AM	SKS	M
33	610310713	Manajemen Investasi dan Pasar Modal (<i>Investment Management and Capital Market</i>)	A	4	3	12
34	610310301	Manajemen Keuangan I (<i>Financial Management I</i>)	B	3	3	9
35	610320402	Manajemen Keuangan II (<i>Financial Management II</i>)	B	3	3	9
36	610320703	Manajemen Operasional (<i>Operational Management</i>)	A	4	3	12
37	610310304	Manajemen Pemasaran I (<i>Marketing Management I</i>)	A	4	3	12
38	610320405	Manajemen Pemasaran II (<i>Marketing Management II</i>)	B	3	3	9
39	610310708	Manajemen Strategik (<i>Strategic Management</i>)	B	3	3	9
40	610310306	Manajemen Sumber Daya Manusia I (<i>Human Resource Management I</i>)	A	4	3	12
41	610320407	Manajemen Sumber Daya Manusia II (<i>Human Resource Management II</i>)	A	4	3	12
42	610310509	Penganggaran (<i>Budgeting</i>)	B	3	3	9
43	610310510	Perilaku Organisasi (<i>Organizational Behavior</i>)	B	3	3	9
44	610310317	Perpajakan (<i>Taxation</i>)	B	3	3	9
45	610210621	Riset Operasional (<i>Operational Research</i>)	B	3	3	9
46	610310515	Sistem Informasi Manajemen (<i>Management Information System</i>)	B	3	3	9
47	610310511	Studi Kelayakan Bisnis (<i>Business Feasibility Study</i>)	B	3	3	9
MPB (Mata Kuliah Perilaku Berkarya) (<i>Work Behavior Subject</i>)						
48	610520202	Hukum Bisnis (<i>Business Law</i>)	A	4	2	8
49	610420602	Kewirausahaan (<i>Entrepreneurship</i>)	B	3	3	9
MBB (Mata Kuliah Berkehidupan Bermasyarakat) (<i>Community Life Subject</i>)						
50	610320612	Bisnis Internasional (<i>International Business</i>)	B	3	3	9
51	610420601	Etika dan Komunikasi Bisnis (<i>Business Ethics and Communication</i>)	B	3	3	9
52	610520201	Ilmu Sosial Budaya Dasar (<i>Basic Socio-Cultural Sciences</i>)	A	4	2	8
53	610520406	Kecakapan Antar Personal (<i>Interpersonal Skills</i>)	B	3	3	9
54	610520706	Kerja Praktek (<i>Workfield Activities</i>)	A	4	2	8
55	610520605	Kuliah Kerja Mahasiswa (KKM) (<i>Student Workfield Activities</i>)	B	3	2	6
56	610520804	Skripsi (<i>Thesis</i>)	B	3	4	12
Jumlah (Total)					151	505
IPK / GPA (<i>Grade Point Average</i>)						3,34
Predikat Yudisium (<i>Judicium Predicate</i>)			Sangat Memuaskan (<i>Very Satisfactory</i>)			
Judul Skripsi / <i>Thesis Title</i> :						
PENGARUH KUALITAS PRODUK DAN HARGA TERHADAP KEPUTUSAN PEMBELIAN MOBIL MEREK HYUNDAI DI DEALER HYUNDAI CILEGON						

Transkrip ini dibuat dengan sebenar-benarnya

This transcript was made with truth

Kepala Program Studi
Head of Study Programs

Miftahul Ulum, S.Kom., S.M., M.M.
NIK. 10.02.0067.12



Serang, 30 November 2023
Ketua
Chairman
Dr. H. Rachmat Maulana, S.Sos., M.Si.
NIK. 10.02.0002.13



KPP PRATAMA SERANG BARAT

63.804.108.7-401.000

TIA SYAFIRA AINI

3604017110010088



CIPARE RANJENG JAYA RT 01 RW 06 RT. 001 RW. 0
CIPARE SERANG
KOTA SERANG BANTEN

07/04/2022



www.pajak.go.id

Pajak Kita Untuk Kita

npw[✓]p.



KEMENTERIAN KEUANGAN
DIREKTORAT JENDERAL PAJAK

NPWP dicantumkan dalam hal yang terkait dengan dokumen perpajakan. Dalam hal wajib pajak pindah tempat tinggal atau tempat kedudukan, harap mengajukan permohonan pindah alamat.

Seluruh layanan perpajakan tidak dipungut biaya.

SURAT KETERANGAN KERJA

NO.: 01955/01/22/HRD/UPC

Yang bertanda tangan di bawah ini menerangkan bahwa :

Nama : Tia Syafira Aini


Tempat / Tanggal Lahir : Serang / 31 Oktober 2001

Telah bekerja di PT. Ultra Prima Corrugator ini sejak tanggal 01 September 2021 sampai dengan 31 Januari 2022, dengan jabatan terakhir sebagai Daily Worker Teknik.

Demikian surat keterangan ini dibuat untuk dipergunakan sebagaimana mestinya.

Ciujung, 31 Januari 2022

PT. ULTRA PRIMA CORRUGATOR
JAKARTA INDONESIA


Andri Kristianto
Human Resources & General Affair Manager



PT. Ultra Prima Corrugator

Kawasan Industri Murinda

Jl. Industri Km. 2 Pasir Gombong Cikarang Utara, Bekasi Jawa - Barat 17530

Phone : 62-21 8935030 Fax : 62-21 8935028

CERTIFICATE OF EMPLOYMENT
SURAT KETERANGAN KERJA

Our Ref. : 051/AAP/HRD/VII/24

This to certify that :
Dengan ini menerangkan bahwa

Name : Tia Syafira Aini
Nama

Badge Number : 22032751
Nomor Induk Karyawan (NIK)

Department / Section : CRO
Departemen / Bagian

Last Job Tittle : CRO
Jabatan Terakhir

Length Of Service : March 01, 2022 to June 20, 2024
Masa Kerja

Reason For Resigning : Resign
Alasan Berhenti

Remarks : During his employment with our company he has performed duties
Keterangan to our satisfaction. On behalf of **PT. Andalan Auto Prima** wish to
express our thanks and success in his further career.

Jakarta, 04 Juli 2024


PT. ANDALAN AUTO PRIMA

Budi Setiawan
Manager HRGA



BANTEN



BNSP

BADAN NASIONAL SERTIFIKASI PROFESI

SERTIFIKAT

No. 22.LP3I-BTN.00089

Diberikan Kepada :

Tia Syafira Aini

Sebagai Peserta :

COACHING HR MANAGEMENT 2023 : Design Job Analysis and Job Description
with RACI Metode yang diselenggarakan oleh LP3I Banten pada tanggal 08 Maret 2023

Serang, 08 Maret 2023



Business College

Budi Setiawan, S.IP

Branch Manager LP3I

Karya Bakti Kaban

Direktur BDM dan Legal Yayasan LP3I

PROVINSI BANTEN
KOTA SERANG

NIK : 3604017110010088

Nama : TIA SYAFIRA AINI
Tempat/Tgl Lahir : SERANG, 31-10-2001
Jenis kelamin : PEREMPUAN Gol. Darah :-
Alamat : CIPARE RANJENG JAYA
RT/RW : 001/006
Kel/Desa : CIPARE
Kecamatan : SERANG
Agama : ISLAM
Status Perkawinan: BELUM KAWIN
Pekerjaan : PELAJAR/MAHASISWA
Kewarganegaraan: WNI
Berlaku Hingga : SEUMUR HIDUP



KOTA SERANG
29-11-2018

