

Dhea Octavia

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Summary

An efficient and diligent person in managing all aspects of product's operation, providing product's service to several stakeholders which involving scripting process, robot's flow & configuration, various testing including on SMS & Whatsapp, also contributing by giving & reporting any badcases or ideas to other team in charge to achieve the product's improvements and increase user experiences, internally and externally.

Experience

AlRudder Information Technology | Jakarta, Indonesia

Product Operations Specialist | 08/2022 - Present

- Designing, evaluating, optimizing product and its performance on the basis of requirements and criteria; involving the script & flow making, checking & testing the product's configuration, analyzing whole product both before and after its launch, etc
- Coordinating with all stakeholders, to ensure the product achieves the company and external's expectations
- Collaborate to foster a solid teamwork, by regularly giving and reporting any bad cases or ideas to increase the product's improvement, also achieving a predetermined work target according to the rules

PT. Swakarya Insan Mandiri | Jakarta, Indonesia

Desk Collection Agent | 11/2018 - 03/2022

As a Desk Collection Agent, my main job is to collect overdue payment from customer and reminding their next due-date, also maintain good KPI targets every month. Keeping the customer service, problem solving, and professional attitude greatly with them is also needed since their satisfaction is one of the company's goal.

Skills

Customer service, Quality Control, Scripting, Production Design, Product Development, Communications

Education

Universitas Krisnadipayana | Jakarta, Indonesia

Law

September 2021 - Currently

SMKN 10 KOTA BEKASI | Bekasi, Indonesia

Office Administration | 07/2017

Language

Bahasa Indonesia - Native, Oral and written

English - Intermediate, Oral and written