

SUHERNA

Customer Service Officer

DKI Jakarta, 13220 | +62-858-8292-6863 | s96424491@gmail.com | linkedin.com/in/suherna |

Bachelor Degree of English Education at State University of Medan. Have knowledge and excellent skills in customer service and English language with great communication skills both orally and written. Motivated and client-oriented professional seeking a personal banking officer position with DBS Bank, where getting my relevant academic knowledge and use my outstanding interpersonal skills while assisting customers. I was getting one of reward certificate as a best agent of customer service on 2021 from PT Bank DBS Indonesia as my achievement.

EDUCATION

Yayasan Plan International Indonesia - Jakarta, Indonesia

Mar 2023 - May 2023

Bootcamp Tech Muda II - Web Programming

Web programming courses, HTML, CSS, JavaScript, PHP, SQL, and CMS. Completed various projects related to creating websites and integrated with databases. As for some of the projects that have been completed:

- Project e-commerce website with HTML, CSS, PHP and JavaScript.
- Project web for online train ticket booking using PHP.
- Project school website with CMS using WordPress.

State University of Medan - Medan, Indonesia

Aug 2011 - May 2016

English Educational Bachelor's Degree - GPA 3.27

WORK EXPERIENCE

PT NUSA JAYA INVESTAMA - Jakarta, Indonesia

Nov 2023 - Jul 2024

Office Administrator

- Draft email to the other divisions for follow up the documents needed by clients.
- Draft excel for financial report of client's investment.
- Manage the meeting appointment on Outlook's calendar to manager.

PT Bank DBS Indonesia – Jakarta, Indonesia

Jan 2018 – Sep 2022

Customer Service Representative

- Respond to telephone and mobile banking live chat inquiries, providing quality service to customers and associating inquiring about the banking products.
- Listen attentively to customer needs to ensure a positive customer experience.
- Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.
- Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
- Demonstrated excellent client abilities while assisting with financial transactions such as deposits, withdrawals, bill payments, money orders and transfers, and foreign currency exchanges by telephone and mobile banking live chat.
- Guiding customer to open account saving, instalment, credit card payments, redeem point of credit card, and all related about customer need in mobile banking.
- Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.

PT DHL Express Indonesia – Jakarta, Indonesia

May 2017 – Dec 2017

Customer Service Representative

- Respond to telephone inquiries, providing quality service to customers and associating inquiring about the status of delivery packages.
- Listen attentively to customer needs to ensure a positive customer experience.
- Taken booking courier to the customer's order on telephone.
- Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
- Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.