

Subarqah Firdhaus Hardiansyah, Field Support Service

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Summary

Highly organized Customer Service Representative with 5+ years in a fast pace environment. Skilled in resolving customer complaints, processing orders, and improving customer satisfaction.

Work Experience

Jun 2025 - Present	Field Support Service, APAR Technologies Sdn. Bhd	Kuala Lumpur
<ul style="list-style-type: none">Working with NCR SEA project for handling Singaporean and Indonesian clients, Performed proactive planning for all incoming work order cases in ATM machines, and POS retail machines issues in a timely manner and assigned engineers that were available in the respective areasWork closely with the logistic partner to ensure the needed spare parts are delivered to the engineer location within SLAInvolved in the daily report generation on Backorder, Daily Stats, and Backlog Data to supervise, analyze, and record the inventory and completed tasks within SLA		
Dec 2023 – Jun 2025	Advisor 1, Content Moderator, Concentrix	Kuala Lumpur
<ul style="list-style-type: none">Review and analyze the content as a tier 1 to determine suitable ratings and labels for each content with guidance from available policies.Adhere to process quality metrics and strive to exceed the monthly productivity targets.Follow all compliance and security measures relating to the client's data.		
Jun 2021 - Sep 2023	Process Executive, Cognizant	Kuala Lumpur
<ul style="list-style-type: none">Assist customers via phone while providing a delightful customer experienceReview and analyze the content to determine that the channel meets the eligibility for monetizationProcess and raise required requests/transactions, and make decisions related to customer requirementsFollow all compliance and security measures relating to the client's dataAdhere to process quality metrics and strive to exceed the monthly/annual quality and productivity targets		
May 2017 - May 2021	Customer Experience Consultant, APAR Technologies Sdn. Bhd	Kuala Lumpur
<ul style="list-style-type: none">Working with NCR SEA project for handling Singaporean and Indonesian clients, Performed proactive planning for all incoming work order cases in ATM machines, and POS retail machines issues in a timely manner and assigned engineers that were available in the respective areasWork closely with the logistic partner to ensure the needed spare parts are delivered to the engineer location within SLAInvolved in the daily report generation on Backorder, Daily Stats, and Backlog Data to supervise, analyze, and record the inventory and completed tasks within SLA		

Education

Jul 2009 - Nov 2015 Business Information System, Asia Pacific University

- Dual Degree from Asia Pacific University (Malaysia) and Staffordshire University (United Kingdom)
- Attended General Information Technology class for the first year before continuing to Business Information System for the remaining year of study
- Coursework: E-Commerce, E-Business, Managing Business, Database and Web Database System, Web Application, Object Oriented Development with Java, Managing Information System, Computer System Management, Building Customer Relationship and Project Management • Bachelor of Science with Second Class Honors

Skills

Ability to Work in a Team	Experienced	Analytical Thinking	Experienced
Communication	Experienced	CRM tools	Experienced
Fast Learner	Experienced	Teamwork	Experienced
Problem solving	Experienced	Professionalism	Experienced
Adaptability	Experienced		

Languages

English	Fluent	Indonesian	Native Speaker
Malay	Very Good		