

ANJELI RAMADHANI SAFITRI

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EXECUTIVE SUMMARY

I am currently in the early stages of my career after completing my bachelor's degree in the Department of History Education, Faculty of Teacher Training and Education at Sriwijaya University, with a temporary GPA of 3.68/4.00. I have several experiences in internships, organizations, and volunteering. I am a motivated, hardworking, and dependable individual within a team. I love learning and experiencing new things, especially in the fields of communication, education, environment, socio-cultural, technology, commercial, and customer relationship management

EDUCATION

Bachelor of History Education, Sriwijaya University

2019 - 2023

- GPA: 3.68/4.00

WORKING EXPERIENCES

PT Shippindo Teknologi Logistik (Shipper) – Jakarta, Indonesia

Business Development Intern

Feb 2023 – Jun 2023

- Selected to be 1 of 107 students from 93.000 applicants from all over Indonesia to be an intern with a development program Kampus Merdeka held by Shipper and The Ministry of Education and Culture Republic of Indonesia.
- Analyzed clients profiles and requirements to find prospective clients (Analyzed existing clients behavior patterns to find prospective leads)
- Help Maintain a good relationship with clients, answer their questions, and deal with requests or problems that may rise
- Support the search for new suitable business partners to enhance brand network capabilities and customer reach and successfully obtain 500 data

PT Doa Anak Digital (Bangbeli)

Customer Support Intern

Dec 2022 – Mar 2023

- Respond promptly and courteously to customer inquiries, with an aim for an average initial response time of 2 minutes. Address concerns and resolve issues across multiple communication channels.
- Provide accurate information about our products, services, and policies to assist customers in making informed decisions.
- Handle and document customer interactions meticulously, ensuring comprehensive records for future reference.
- Collaborate closely with other departments to execute product campaigns effectively.
- Successfully achieved targets, attaining perfect final results (A+).

PT Talenta Sinergi Group (eduwor.kid)

Sales Administrator Intern

Oct 2022 – Jan 2023

- Maintain >5000 student database for three months
- As a communicator in receiving complaints and providing solutions to prospective eduwor.kid students via the WhatsApp group
- Marketing products to >2000 prospective students and providing class recommendations to students
- Successfully recruited 50 new students who registered for the eduwor.kid bootcamp

Cera Production

Report Officer Intern

Apr 2022 – Jun 2022

- Successfully contacted 50 influencers from Banjarmasin and Manado
- Successfully collected 50 influencer media kits from Banjarmasin and Manado
- Analyze the performance of Instagram influencer accounts for two weeks and make reports on the database

PT Tbk. Adira Dinamika Multi Finance

Credit Administrator Intern

Jan 2018 – Apr 2018

- Review and manage new customer data reports for credit applications, checking the legal aspects and completeness of credit application documents to ensure compliance with applicable regulations.
- Coordinate with marketing teams to optimize business operations and attain company targets.
- Through the tasks outlined above, I have honed my skills in using Microsoft Office, meticulous and organized work, interpersonal communication, both in teamwork and individual capacities, quick adaptability, and achieving company targets

PT Ramayana Lestari Sentosa, Tbk

Part Time Sales Promotion Girl

May 2017 – Jun 2017

- Effectively presenting a variety of fashion products, explaining their characteristics and advantages. Delivering compelling product demonstrations is critical in helping customers understand the unique value our products offer.
- Engaging in genuine and friendly interactions with potential and existing customers. My role includes responding to inquiries, offering insights, and forming authentic relationships that contribute to a positive shopping experience.
- Gaining an in-depth understanding of the features, benefits, and specifications of the product being promoted.

ORGANIZATIONAL EXPERIENCES

Futureglow.Up

Administration Staff

Mar 2022 – Jun 2022

- Compiled a summary of Instagram publication data, organized internal division meetings, and managed administrative tasks, which included handling letters and certificates.

Association of History Education Students

General Secretary

Mar 2021– Jan 2022

- Assisting and accompanying the chairman in managing the organization and coordinating secretaries across all divisions.
- Creating schedules and crafting a work activity calendar.
- Producing documents, including around 300 letters issued.
- Successfully implementing a monthly performance evaluation program in collaboration with mentors.

Academic Organization in Faculty of Teacher Training and Education

Assistant Manager of Public Relations Division

Jan 2022 – Des 2021

- Assisting the Manager in executing tasks.
- Building good relationships with academic organizations within the University.
- Creating work programs related to the community.
- Maintaining good communication with alumni.

PROJECT/VOLUNTER EXPERIENCES

- Secretary of the National Community Service in Anjir Mambulau Barat 2022
- Secretary of the History Fair 2021 project 2021

- Public Relations Coordinator for the National Webinar on Women's Empowerment by the Student Executive Board of UNSRI 2021
- Steering Committee for Public Relations at the Faculty-level ON-MIPA Competition of the Student Family of the Faculty of Teacher Training and Educational Sciences, Sriwijaya University 2020
- Event Coordinator for the National Student Creativity Program by the Academic Organization of the Faculty of Teacher Training and Educational Sciences, Sriwijaya University 2020

HONORS & AWARDS

- Delegation from Sriwijaya University for the National Community Service in Central Kalimantan. 2022
- Contributor to the poetry anthology book "Hilang". 2020
- Contributor to the anthology book "Rezeki: Ikhtiar dan Takdir" by NPH. 2020

SKILLS

Language: Indonesia (Fluent), English (Conversation).

Familiar Software: MS. Office, Canva, Google Suite, PDS System, Notion, Slack, Trello, Discord.

Soft Skill: Critical Thinking, Public Speaking, People Development, Negotiation, Teamwork, Customer Engagement, Team Leadership, Problem Solving.