



# Revaldy Rahmanda

## Personal Summary

A self-motivated finance and banking graduate with 2 years of experience in administration and marketing who exhibit an entrepreneurial mentality and eager to learn and adapt to different environments.

## Core Skills

- Multi task management
- Time Management
- Problem-Solving
- Hands-on learner
- Adaptive teamworking
- Office Programs
- Verbal and written Communication skills
- Work well under pressure

## Contact Details

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## Work History

### ADMINISTRATIVE STAFF

*Secret Shoes Treatment  
Jan 2017 - April 2017*

- Answering incoming calls; taking messages and re-directing calls as required
- Data entry (sales figures, stockist etc.)
- Supervising administrative staff and dividing responsibilities

### PROFESSIONAL PLACEMENT

*Bank Jabar Banten Syariah  
Mar 2019 - April 2019*

- Produce and distribute correspondence memos, letters, faxes and forms
- Research and creates presentations  
Generate reports

### CUSTOMER HAPPINESS ASSOCIATE

*by.U Indonesia July  
2020-July 2021*

- Identify and assess customers needs to achieve satisfaction
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits
- Provide accurate, valid and complete information by using the right methods

### CUSTOMER HAPPINESS ANALYST

*by.U Indonesia July  
2021-Now*

- Help agents who ask to check a platform
- Handle customer complaints by calling back according to the type of problem
- Analyze and look for supporting data from available sources to complete customer reports made by agents

## Academic History

### STIE EKUITAS

*Diploma of Finance  
and Banking  
2015 - 2019  
GPA: 2.88*

Learned in-depth about management, administration, microeconomics study of money, banking, credit, investments, assets, and liabilities that make up financial systems in financial and banking industry