
Operation & Supporting Management

Personal Portfolio

By . **Ridwan Hafidh**

2023

Hello.



Operation & Supporting Management

Introduction.

Hi! I'm **Ridwan Hafidh**

born on August 21, 1994 In Kediri, and I am a results-driven professional with a passion for reporting and analytics. My journey has led me to excel in various roles such as Operations Supervisor, Business Owner, and Team Leader.

As a graduate of Environmental Engineering from the Islamic University of Indonesia, I bring a unique blend of skills and expertise that enable me to drive high-quality results and continuously seek improvement opportunities.

Interest

Besides my keen interest in reporting and analytics, I'm passionate about quality assurance, learning development as a trainer, operational supervision, and providing support.

Education

2012 - 2016

Islamic University of Indonesia

Bachelor of Environmental Engineering

Language

English



Indonesia



Personal Skill

- Operational Supervision
- Quality Assurance
- Data Analysis
- Team Leadership
- Communication Skills
- Problem Solving



Vision and Mission

Vision

To bring about positive and sustainable change for clients and companies, with a focus on quality, efficiency, and sustainability, while supporting innovation and continuous business development.

Mission

- **Optimizing Operations:** Providing operational excellence and ensuring compliance with standards and regulations to maximize process efficiency.
- **Ensuring Quality:** Committing to delivering high-quality products or services through rigorous training and supervision, along with a deep understanding of customer needs.
- **Data Analysis:** Applying careful data analysis to provide valuable insights and support better decision-making.
- **Effective Team Leadership:** Leading teams by offering effective training, strategies, and strong communication to achieve high KPIs and foster a collaborative work environment.
- **Proactive Problem Solving:** Identifying and addressing operational issues promptly and providing necessary guidance to prevent future problems.
- **Effective Communication:** Communicating effectively with customers and colleagues, ensuring efficient coordination and building strong relationships.
- **Guidance and Mentorship:** Using teaching and mentorship skills to guide teams and colleagues in achieving higher performance levels.

Work Experience

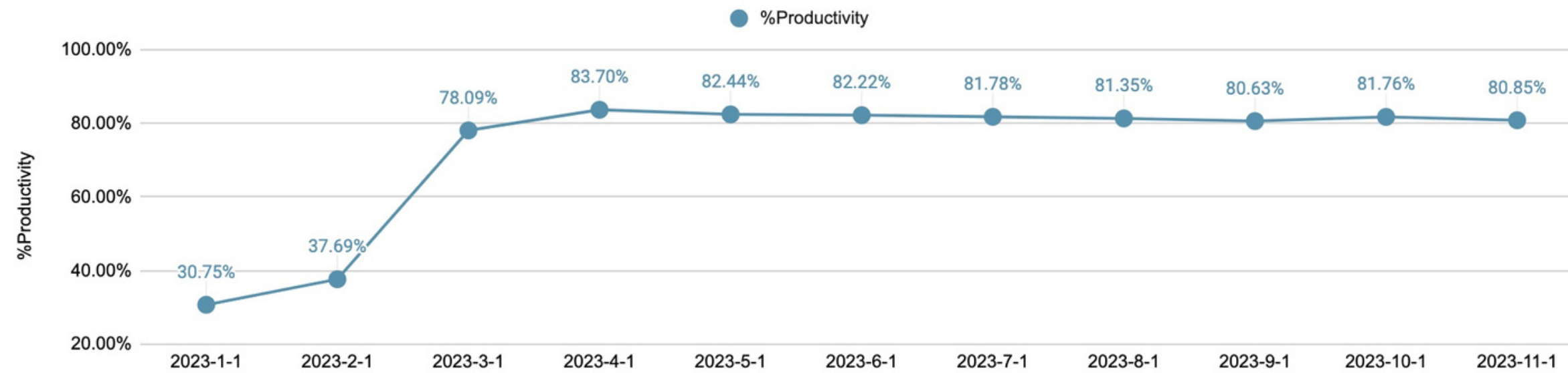
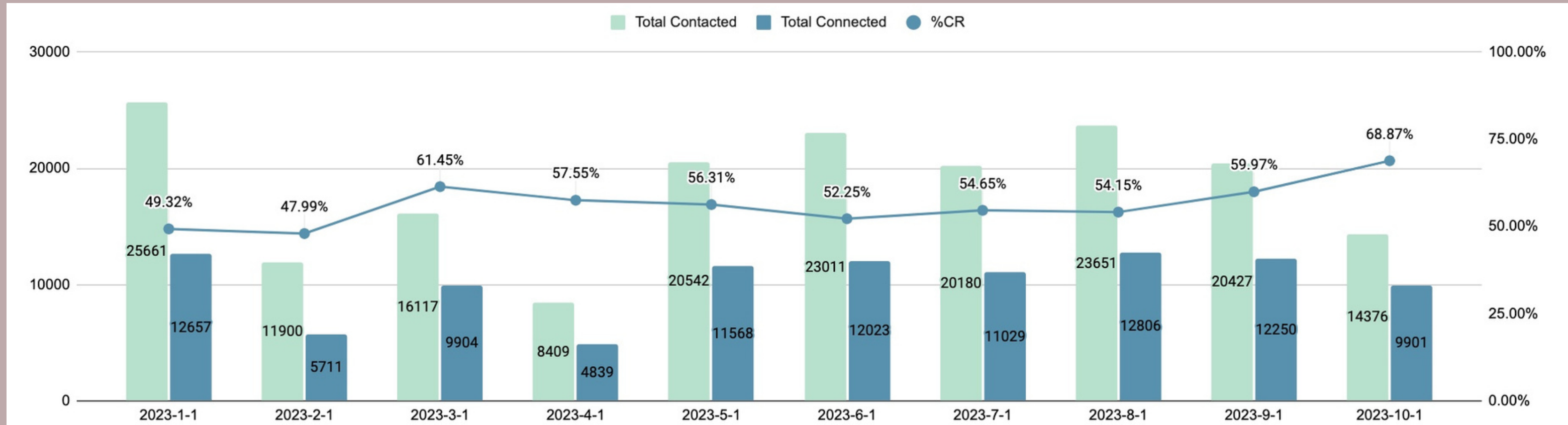
an experienced Operations Supervisor/Team Leader within 2 years skilled in problem-solving, data analysis, and quality monitoring to achieve organizational objectives. Dedicated to maintaining high standards and empowering teams to achieve success, I ensure efficient acquisition procedures while fostering positive stakeholder relationships and adhering to industry standards. My strong reporting and analytical skills enable me to drive high-quality results and constantly seek improvement opportunities.

Supervisor



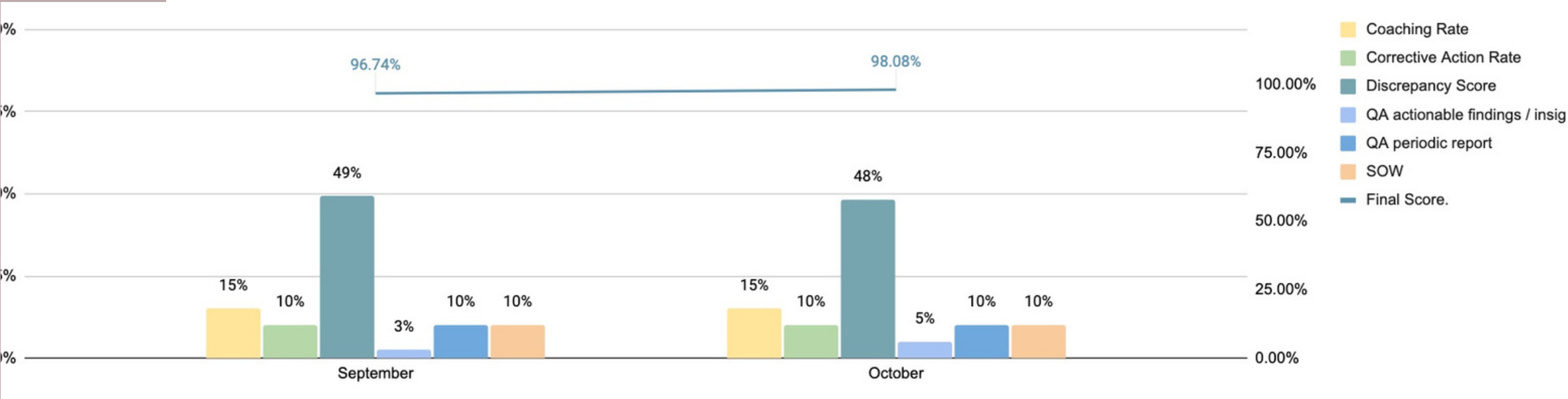
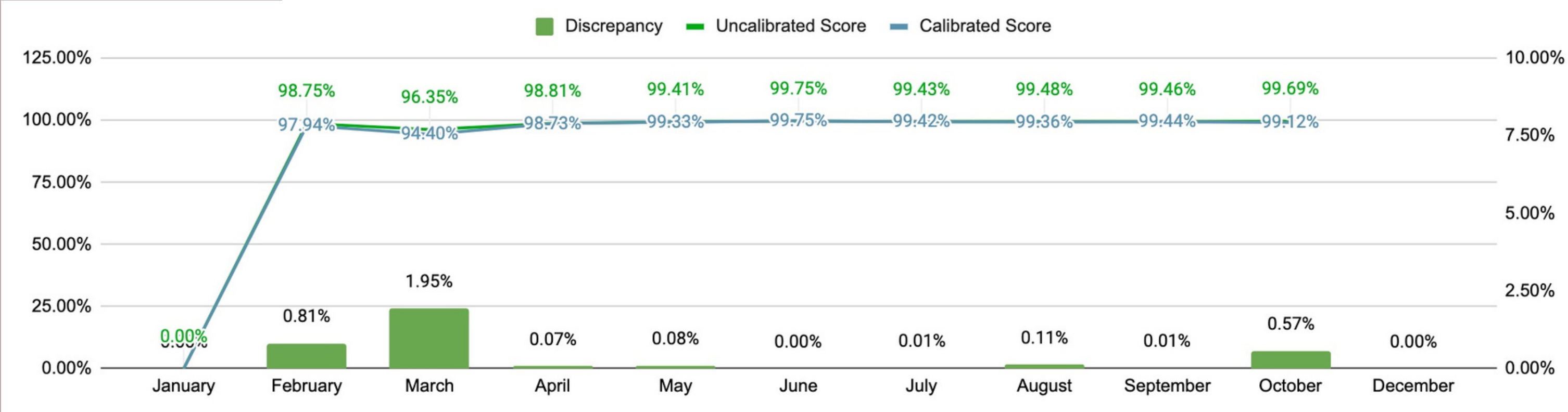
Multirole Handling
Operation, Quality, and Learning Development

Connected Rate (%CR) Performance



Occupancy Performance

Quality Monitoring Performance



Integrity Performance

Achievement



Successfully maintained team and business performance above KPI standards, earning the "Best Team Leader" award in June 2022 for the Traveloka Eats Contact Center Service project. Additionally, holds a certification in "Contact Center Outbound Team Management (COTM 100)" for the same year.

Ridwan Hafidh

**Thank
you.**

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Contact Me

+62-83851253047

brmridwanwahyudi@gmail.com

<https://id.linkedin.com/in/ridwanhafidh>