ANNISA DIANDITYA

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SUMMARY

Experienced professional with more than three years of dedicated expertise, demonstrating proficiency in problem-solving, critical thinking, and fostering effective team collaboration. Enthusiastic about innovating and refining processes to consistently surpass user expectations.

WORK EXPERIENCE

LINKAJA
Customer Operation (2019 - 2023)
- Conducted comprehensive analyses to identify customer pain points, collaborating closely with the other teams or stakeholders to implement improvements.
- Investigated issues to determine the root cause and proposed solutions to enhance customer satisfaction and cost efficiency.
- Prepared detailed Requirement to guide and support product division initiatives.

AYOPOP (AYOCONNECT)
Operation (2018 - 2019)
- Analyzed operational issues, monitored transactions, and ensured target success rates.
- Collaborated seamlessly with cross-functional tech and product teams to troubleshoot and resolve issues promptly.

PROJECT EXPERIENCE

- **Resolve & Enhance**

The project aimed to identify, analyze, and resolve the root causes of common top customer complaints, such as transaction-related issues. My role involved spearheading the implementation of effective solutions, collaborating closely with cross-functional teams to elevate customer satisfaction levels, and enhance operational efficiency within the telco product domain.
Project Link: Resolve & Enhance Project

- **CMS Operations**

Developed an intuitive dashboard to streamline customer service operations, resulting in a 78.46% reduction in Level 2 escalations and opeational costs post-implementation. This initiative significantly enhanced efficiency.
Project Link: CMS Operations

- **Live Chat Automation**

Implemented an automated live chat system at the Customer Touch Point (CTP) to streamline transaction inquiries. Collaborated with peers to define project specifications and chatbot capabilities, design, and testing phases. Achieved a 97% reduction in agent-handled inquiries, resulting in significant cost savings and operational efficiency improvements.
Project Link: Live Chat Automation

- **Product Management Projects**

Engaging in three study cases and and one final project as part of a project management short course to enhance my problem-solving and analytical skills. Each case provides hands-on experience in tackling real-world challenges, refining my ability to strategize, analyze data, and develop effective solutions.
Project Link: PM Projects

EDUCATION

- **Purwadhika Digital Technology School (2023-2024),**
Product Management
- **Universitas Gadjah Mada (2012 - 2017)**
Bachelor Degree at Faculty of Social and Political Science

RELEVANT COURSEWORK

- **AIGPE Lean Six Sigma (2023)**
Six Sigma
- **Belajarlagi (2022)**
Project Management

CERTIFICATIONS

- **Purwadhika Digital Technology School (2024)**
Product Management
Link: Exam Results (Certification in Progress)
- **AIGPE Lean Six Sigma (2023)**
Six Sigma
Link: Certificate
- **Belajarlagi (2023)**
Project Management
Link : Certificate

KEY COMPETENCIES & SKILLS

- Product Management
- Process Improvement
- Project Management
- Teamwork
- Problem-solving
- Figma
- JIRA