



# Muhammad Abraham Putra Sidiq

Jln Bungur No 39 RT 01 RW 01, Kebayoran Lama Selatan, Kebayoran Lama, Jakarta Selatan

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**🐦** <https://twitter.com/abbabi>

## Personal Details

- Date of Birth : 08/08/1993
- Marital Status : Married
- Gender : Male
- Driving Licence : SIM A, SIM C
- Salary Claim : Rp. 7.500.000

## Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

## Education

- **Universitas Terbuka** 2022-Currently  
Management  
Semester 4 / 3.65
- **SMA Negeri 90 Jakarta** 2008-2011  
Ilmu Pengetahuan Sosial  
8.65

## Experience

- **PT Puncak Progo Group** 01-2024 - Now  
Telemarketing Team Leader  
1. Supervise operational telemarketing team  
2. Breakdown daily target  
3. Create training material for staff  
4. Managing report performance team and staff
- **PT Progo Puncak Group** 10-2023 - 01-2023  
Audit Team Leader (Credit Analyst)  
1. Monitoring approval rate customers  
2. Monitoring daily operation  
3. Create dashboard looker studio  
4. Analyze trend of fraudster  
5. Collaborate with QC and internal team
- **PT Bank Jago Tbk** 2022 - Currently  
Customer Service Lead  
Responsibility to achieve target SLA, FRT, CSAT Customer service  
Monitoring handling ticket bad rating and hard compliance for give solution  
Monitoring ticket APPK - OJK, Bilateral letter, and External department  
Create script, workflow, and technical instructions  
Coordinate with other roles to deal about the update cases  
Ensure achievement of KPI and OKR customer service teams  
Responsibility all agent understand service quality parameters  
Prepare refreshment presentations and socialize new banking products  
Drive development of strategies and initiatives that aligns with problem solving customer expectations
- **PT Bank Jago Tbk** 2021 - 2021  
Digital Service Lead - Onboarding  
Make daily capacity, and shift agent  
Ensure all agent understand of AML, and fraud indication  
Create a daily agent capacity schedule  
Creating a standard account opening matrix  
Responsible for account opening SLA and validity of customer documents  
Create new scripts, workflows, team work instructions
- **PT Bank Neo Commerce Tbk** 2021 - 2021  
KYC Admin & Customer Service Team Lead  
Responsibility to authenticity of customer documents  
Responsible for SLA pending tickets, handling complaints, handling questions and social media reviews (Instagram, Facebook, Twitter)  
Monitoring the accuracy of ticket escalations  
Make refreshment and improve updated problem solving
- **PT KB Finansia multi finance** 2019 - 2021  
Business Relationship Officer - Marketing  
Development the marketing area and cooperation with business partners

Ensuring SOP compliance for partners and agents  
Determine individual targets and ensure achievement of sales areas  
Ensuring break event points are achieved for business continuity

- **PT Sentraponselindo**

Area Coordinator - Marketing

Collaborate with partners to achieve targets

Proposing types of promotions to support sales

Make sales report for presentation and next sales plan

Conduct training to all sales to stay in prime condition

2011 - 2018

**Skills**

- Google Data Studio
- Google workspace/Ms. Office
- Marketing script
- Problem Solving
- CRM Tools
- Leadership
- Innovation
- Communicating

**Interests**

- Vacation
- Editing video
- Content Creator

**Reference**

- **Mr Adi Sembiring - PT Bank Jago Tbk**

Manager Onboarding

0822-5420-9410

- **Mr Ilham - PT KB Finansia multi finance**

Branch Manager

0811-1390-0238

- **Mr Haris - PT Sentraponselindo**

Area Coordinator

0812-1314-9100