

Aswin Marzuki Arief
Jl Budi Mulia No 16 Pademangan
Jakarta Utara
+62811150446 - +628163635758
aswin.marzuki@yahoo.co.uk



PERSONAL DETAIL

• Name	:	Aswin Marzuki Arief, S.IP
• Birth Date & Place	:	Bandung, 21 June 1974
• Address	:	Jl. Budi Mulia No. 16 Pademangan Jakarta Utara
• Phone Number	:	+62811150446 - +628163635758
• Email	:	aswin.marzuki@yahoo.co.uk
• Gender	:	Male
• Hobby	:	Sport-Music-Traveling
• Blood Type	:	A

EDUCATION

FORMAL

• 1986	:	Graduated from SDN Halimun V Bandung
• 1989	:	Graduated from SMP BPI 2 Bandung
• 1992	:	Graduated from SMAN 22 Bandung
• 2003	:	Graduated from Extension FISIP UNPAD

COMPUTER SKILL

•	Microsoft Word, Microsoft Excel, Microsoft Power Poin, Internet	

ACHIEVEMENT

•	Team Leader Yearly Award 2010	
•	Best 2nd GeraiHALO JATENG-DIY 2010	
•	Best 3rd Cross Up Selling GeraiHALO JATENG-DIY Agustus 2010	

TRAINING	
<ul style="list-style-type: none"> • 2003, Basic Service Training, Hotel Milenium Jakarta - Organized by Experd & Telkomsel • 2003, Service Skill For Caroline, Hotel Santika Jakarta - Organized by Experd & Telkomsel • 2004, Freshmind & Quick Service Training, Hotel Santika Jakarta – Organized by Experd & Telkomsel • 2006, The Quest For Service Quality - Organized by Persaels • 2006, Performance Management For Leadership Program - Organized by Persaels • 2007, Service Quality Leadership Training Programme “Effectively Leading People” - Organized by Service Quality Centre • 2007, Service Quality Leadership 2 “Train To Trainer Basic” - Organized by Service Quality Centre • 2008, Service Quality Leadership 3 “Influence For Result” • 2009, How To Be A Good Sales – Organized by Convergys. • 2013, How To Be A Good Sales & Elephant Hunting - Organized by TUV SUD Singapore. 	
WORK EXPERIENCE	
<ul style="list-style-type: none"> • Caroline (Customer Care By On Line-Call Center) Officer PT TELKOMSEL Regional Jawa Barat (contract period May 2003 – May 2005). <ul style="list-style-type: none"> ▪ Received a call about customer complaints ▪ Providing product information to customer.. • Team Leader Caroline Officer (Call Center) PT TELKOMSEL Regional Jawa Barat (contract period October 2005 – 2008). Monitoring under team (25 officer) <ul style="list-style-type: none"> ▪ Monitoring performance of the team: quantity of call, quality of response, overall attitude, discipline. ▪ Provide daily, weekly and monthly report to Manager. ▪ Provide coaching and training about product-procedure to officer. • Team Leader Telesales PT. Teleperformance (April 2009 - 2010). Monitoring under team (15 officer) <ul style="list-style-type: none"> ▪ Monitoring performance of the team: quality of response, overall attitude, discipline. ▪ Provide daily, weekly and monthly report to Manager. ▪ Provide coaching and training about product-procedure to officer. • Supervisor GeraiHALO Jogja PT. TELKOMSEL (September 2010 – February 2012). Monitoring under team (7 officer) <ul style="list-style-type: none"> ▪ Maintains store performance by coaching, counseling, and disciplining employees; and appraising job results. ▪ Provide daily, weekly and monthly report to Manager. ▪ Provide coaching and training about product-procedure to officer. ▪ Achieves financial objectives by preparing an annual budget. • Marketing & Sales Executive PT TUV SUD (March 2012 – September 2013). 	

- Presenting and selling products to prospective clients.
- Building network with the company relating to the ISO product.
- Ensure the requirements document received after an agreement is approved.
- Marketing & Sales Executive PT Bureau Veritas (August 2013 – March 2014).
 - Presenting and selling products to prospective clients.
 - Building network with the company relating to the ISO product.
 - Ensure the requirements document received after an agreement is approved.
 - Sales forecast for achieved the target.
 - Analyze market needs related to the segmentation.
- Coordinator Marketing & Sales Masterinna SBP Grafika (July 2014 – Maret 2015).
 - Controlling and planning the activities of sales team.
 - Planning and Budgeting for Sales activity.
 - Developing and implementing for marketing and advertising campaigns.
- Marketing Executive ACS Registrars Indonesia (April 2015 – present)
 - Create network with 2nd party (consultant).
 - Develop program to gather new client.
 - Developing and implementing for marketing and advertising campaigns.

SKILL BASE

- Customer service skill.
- Leadership and human management.
- Sales and marketing.
- Store management.