

CURRICULUM VITAE

PERSONAL DATA

Full Name : Soni Jiferson, SE
Gender : Male
Religion : Moeslim
Place / Date of Birth : Bengkulu / July 28, 1982
Nationality : Indonesia
Marital Status : Married
Dependent of Child : 0
Current Address : Graha Raya Cluster Flamboyan Loka F16 - 19, Serpong
Cellular Phone : +62 818.128.117
E-mail Address : sjiferson@gmail.com sonijiferson@gmail.com
Website : <http://www.jiferson.wordpress.com>
Interest : Traveling, Touring, Hunting & Air Rifle
Height & Weight : 175 cm 75 kg
Language Ability : Bahasa, English
Driving Licence : A & C
LinkedIn Profile : <https://id.linkedin.com/in/soni-jiferson-16bb8875>



EDUCATION

No	Level / School Name	City	Major	Entry	Graduate	GPA
1	Trisakti University	Jakarta	Master Corporate Social Responsibility	2015	2017	-
2	STIE IPWIJA Jakarta	Jakarta	S 1 - Economy Mngmnt	2005	2007	3.2
3	Open University of Indonesia	Jakarta	S 1 - Economy Mngmnt	2002	2005	-
4	SMK Negri 2	Bengkulu	Technical Building	1997	2000	-

TRAINING/SEMINAR

No	Topic	City	Institution	Duration	Sponsored By
1	Round Table "Peran CSR dalam bidang Lingkungan"	Jakarta	CFCD - Bakrie Group - IP	28-May-13	Own
2	Persepsi dan Implementasi CSR di Indonesia	Jakarta	MM-CSR Trisakti - CECT	1 Day	Own
3	Implementation ISO 9001:2000 for Purchasing Procurement & HRGA Divison	Jakarta	SGS	Aug'07 - Jan'08	Company
4	MS Office 2000	Jakarta	Bina Sarana Informatika	2 Mnth (2006)	Own

WORKING EXPERIENCE

Company Detail

- Company Name** : BDIGITAL ASIA INDONESIA - Part of YGROUP Asia (Digital Performance Consultancy and Technology Startup)
Location : Jakarta
Line business : Digital Marketing & Technology
Employees : > 100 Orang
Current Position : October 2015 until present as a **Head of Strategic Contact Center**
Scope Of Work :
 - Determines contact center operational strategies inbound and outbound calls, by conducting need assessment, performance review, capacity planning, and cost/benefit analysis, quality and customer service standards, contributing information and analysis to organizational strategic plans
 - Setup the advance infrastructure and technology for operational and contact center, identifying and evaluating state of the art technologies, defining requirement, establishing technical specifications and production, productivity
 - Maintains and improve contact center operation by monitoring system performance, identifying and resolving problem, preparing and completing action plan, completing system audit and analysis, managing system and process improvement and quality assurance program
 - Accomplishes contact center human resource objective recruiting, selecting, orienting, training, assigning, coaching, counselling and disciplining employee communicating job expectation, planning, monitoring, appraising and reviewing job contribution, enforcing policies and procedures
 - Prepares contact center performance report by collecting, analyzing and summarizing data and trends
 - Accomplished organization goal by accepting ownership for accomplishing new and different request, exploring opportunity to add value to job accomplis
 - Coordinate with Sales and Marketing department to develop specific plans to ensure meeting and revenue growth in all company services

WORKING EXPERIENCE

Company Detail

2	Company Name	: CEKAJA.COM - COMPARE88 GROUP Pte LTd (financial and technology e-commerce)
	Location	: Jakarta
	Line business	: Financial and Technology e-commerce portal
	Employees	: > 100 Orang
	Current Position	: June 2014 until September 2015 as a Head Of Operation and Orders Management
	Scope Of Work	: <ul style="list-style-type: none"> Plan, direct and manage all the Orders and performance of all customer service and field surveyor operations Ensuring the highest standards of service both in style and warmth and accuracy of information Setting up management systems to ensure consistent efficient comprehensive controls, reporting and analysis for future growth Responsibility for developing and implementing operational processes for company product (Banking, Insurance, Multifinance) Developing impeccable and comprehensive operating manuals, standard operating procedures, training procedures Management, training and development of customer service agents Implement effective succession planning, people management, development, recruitment, and retention strategies. General staff team building Maintain the administration, monitoring, reporting, communication of operations performance and key metrics. Ensure that appropriate standards of conduct are established and complied with. Ensure statutory compliance with legislation, conducting risk assessments, monitoring performance and reviewing procedures

WORKING EXPERIENCE

Company Detail

3	Company Name	: PT. Millenia Outsourcing Company (Millenia Group)
	Location	: Jakarta - Bandung
	Line business	: Customer Relationship Management
	Employees	: > 500 Orang
	Last Position	: March 2013 - June 2014 as a Operation Director / COO
	Position_3	: December 2010 - March 2013 as a Operation Manager
	Position_2	: July 2008 - December 2010 as a Vice Branch Manager, Branch Bandung & Surabaya & Medan & Semarang
	Position_1	: Mar 2006 - July 2008 as a HRGA Supervisor and Purchasing & Procurement Supervisor
	Scope Of Work	: <ul style="list-style-type: none"> Managing company strategic to increase revenue and growth company mission Monitoring Operation and all branch activity, ContactCenter, Inbound, Outbound Processing and KPI to ensure business growth Maintenance & evaluation driver, cleaning service and messenger, and maintain all procedure scope of purchasing in ISO 9001:2000 eq , negotiation vendors, evaluation product vendor, evaluation service from vendor and buying product, recruitment, assesment, evaluation, promotion

4	Company Name	: PT. Aryasa Outsorcing Indonesia
	Location	: Jakarta
	Line business	: Customer Relationship Management
	Employees	: > 300 Orang
	Period	: March 2005 - March 2006
	Level Position	: Auditor for Phone Banking Verification
	Field Of Work	: Audit result from Phone Banking Verification activity, reporting to PBV Manager

5	Company Name	: Indovision (MNC SkyVision Group)
	Location	: Jakarta
	Line business	: Television Satellite
	Employees	: >1000
	Period	: June 2004 - March 2005
	Level Position	: Team Leader Inbound Div. Call Center
	Field Of Work	: Information product by phone, handling complain, customer support, reporting to supervisor

EXPERIENCES IN PROJECT

No	Company	Project Location	Function As	Notes
1	PT. Millenia Outsourcing Company	Jakarta	Team Project	GUINNESS Beer Tele Survey
2	PT. Millenia Outsourcing Company	Jakarta	Team Project	ADIRA Auto Cillin Call Center and Risk Survey
4	PT. Millenia Outsourcing Company	Jakarta	Team Project	JCO Donut Contact Center Solution
5	PT. Millenia Outsourcing Company	Jakarta	Team Project	NESTLE Customer Interest Tele Survey
6	PT. Millenia Outsourcing Company	Jakarta	Team Project	BANK BRI Phone Banking Verification
7	PT. Millenia Outsourcing Company	Jakarta	Team Project	BANK CIMB NIAGA Phone Banking Verification
8	PT. Millenia Outsourcing Company	Jakarta	Team Project	BANK BUKOPIN Phone Banking Verification
9	PT. Millenia Outsourcing Company	Jakarta	Team Project	BANK MANDIRI Field Survey and Verification
10	PT. Millenia Outsourcing Company	Jakarta	Team Project	BANK MEGA Field Survey and Verification
12	PT. Millenia Outsourcing Company	Bandung	Project Manager	BANK CIMB NIAGA Phone Banking Verification
13	PT. Millenia Outsourcing Company	Bandung, Surabaya	Project Manager	SCTV Customer Satisfaction Tele Survey
14	PT. Millenia Outsourcing Company	Bandung	Project Manager	HEINEKEN & BINTANG Beer Field Survey
15	CEKAJA.COM	Jakarta	Project Manager	CEKAJA.COM CRM Application System
16	CEKAJA.COM	Jakarta	Project Manager	CEKAJA.COM All Product & Process Development

GENERAL SKILLS

+ Design tools procurement / purchasing as ISO 9001:2000 Standard Operational Procedures	:	With Experience
+ Contact Center Solution, infrastructure and Technology	:	With Experience
+ HRD division as is recruitment, contract, evaluation, effectiveness, assessment as ISO 9001:2000	:	With Experience
+ Knowledge Card Banking Processing Screening and SLA - Card Management Division	:	With Experience
+ Administration, reporting, presentation and evaluation program, KPI and SOP evaluation	:	With Experience
+ Ms Office, Ms Access, Ms Visio, PPT, SPSS, Outlook, Law of Manpower RI No 13 2003	:	With Experience

REFERENCE

- + Raswin Trialamsyah - President Director PT. Millenia Outsourcing Company 0817-666-7761
- + Jhon Patrick Ellis - CEO Cekaja.com 0818-07-104104

Jakarta, March 23, 2016


(Soni Jiferson, SE)