**C U R R I C U L U M V I T A E**

## PERSONAL DATA

Name : **Reni Dwi Astuti Handayani,SS.**

Present Address : Jl. Pendidikan VI Blok J. No 140 RT. 004/014 Kel. Duren Sawit Jakarta Timur

Permanent Address : Jl. Belibis Blok E No.11 Air Tawar Padang,Sumatra Barat

Phone Number : +62 813 89 583373

E – Mail : [oren\_noik@yahoo.com](mailto:oren_noik@yahoo.com)

Place/Date of Birth: Padang/December 24th, 1980

Sex : Female

Marital Status : Married

## FORMAL EDUCATION

# Institution From To

University of Padang (UNP) 1999 2004

(Departement of English Literature)

With **GPA 3.35**

## WORKING EXPERIENCES

1. **English Teacher** in Hamka Boarding School, Sumatra Barat (Jan 05 – Dec 05)

2. **DHV Consultant**, (Sumatera Region Roads Project) for Vehicle Weigh Dimension Development Project joins operation with Department Perhubungan Darat at West Sumatera.

**Bilingual Secretary** Jun’ 05 - Dec’ 05

3. **Customer Service Representative, HCPT – Three -** Jakarta, May 2007 – August 2008

4. **Banking Call Officer (operational support), BNI –** Jakarta, August 2008 – Nov 2011

5. **Customer Service** - **Zalora Indonesia –** Jakarta, February 2012 – September 2013

6. **Fashion Wear & Accesories Merchandiser** – **Qoo10 Indonesia** – Jakarta, September 2013 – Desember 2013

7. **Customer Service Supervisor** – **aCommerce Indonesia** – Jakarta, Januari 2014 – Until Now

Job Detail as **Customer Service Supervisor** – **aCommerce Indonesia** :

- Create, Manage and Maintain outstanding Customer service platform and support flow

- Contribute to the development of Customer Service Division

- Analyze and trend customer satisfaction feedback to drive continuous improvement

- Interface with all levels of management for resolution of critical issues

- Recruit and lead a team of Customer Advocates that can operate with a sense of urgency and

strong attention to detail.

- Ensure a regular feedback and mentoring to all members of the Customer Support team. Provide

clarity of performance and status to the team, key stakeholders, and leadership team

- Multichannel Help desk for Customer support knowledge

- Implementation on Call and ticketing tools

- Managing a highly successful customer support based on KPI throughout Regional SEA

This CV is certified to be correct and accurate

Reni Dwi Astuti Handayani, SS.