



# Dessy Amaliya Dwi Riyanto Putri

## CONTACT

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Alamat: Jalan Lely RT02/RW08

Desa Moga, Kecamatan Moga

Kabupaten Pemalang

Jawa Tengah

## M

I am a professional Customer Service Representative with over 6 years experience in handling multi-national clients. My unique professional experience stems from years of providing excellent customer support, creative problem solving and building customer loyalty.

## PROFESSIONAL PROFILE

- Motivated, well-disciplined individual
- Finds joy in assisting others
- Knowledgeable in conversational English, Spanish, and French
- Team player

## EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

Portal Tech Co. May 2014 - Present

- Personally handles client and customer concerns
- Handles internal operations to improve the quality of service

### SALES REPRESENTATIVE

Gold Lion Business Services, Inc. Jan 2012 - April 2014

- Monitored customer satisfaction in all company products and services
- Assisted in problem solving in brainstorming solutions to existing concerns

## EDUCATION

### UNIVERSITY OF THE CITY

Bachelor of Business Management Studies  
Graduated in 2011

### THE CITY HIGH SCHOOL

Electives: Young Entrepreneurs, Business and Branding  
Graduated in 2007