



# PRITA DEVITA PURNAMASARI

## COMMUNICATIONS SCIENCE

Creative, fun, social media savvy, energetic and innovative person, a quick learner who can quickly absorb new situations and can communicate clearly and effectively. Able to effectively manage many priorities and issues. Enthusiast in fashion, retail, social media, and public speaking.

### ACADEMIC BACKGROUND

2015 - 2020  
**GUNADARMA UNIVERSITY**  
Communication Science

### SKILLS

Able to use computer applications (Ms.Word, Ms.Power Point, Ms.Excel, Internet Browser, Email); Able to type fast & familiar with social media handling. Able to negotiation. Hardworking, fast-learner person who eager to learn new knowledge. Strong Communication Skill, Logical Thiking, and Problem Solving. Positive social media behavior, positive mindset, high motivate, high endurance & attention to details. Tracing on social media.

### CONTACT

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🌐 <http://linkedin.com/in/prita-devita>

📷 @pitadeff

### WORK EXPERIENCE

2018 (Jan-Feb)  
**INTERNSHIP  
SOCIAL MEDIA STRATEGIST  
BPHN (Badan Pembinaan Hukum Nasional)**

- Manage BPHN Social Media.
- Share the short films that are made especially for the public to get to know the law on youtube.
- Follow up the news update on BPHN web,facebook, and twitter.
- Worked closely with the marketing team to produce concepts for public.

Nov 2020-July 2021  
**CUSTOMER SERVICE  
ONLINE SHOP (TOP UP GAME)**

- Reply the customer message on Whatsapp.
- Make promotions for buyers.
- Manage the e-commerce.

Aug 2021-Mar 2022  
**CUSTOMER SERVICE LIVE CHAT & EMAIL  
Ajaib Sekuritas Asia (Mitracomm Ekasarana)**

- Manage Live Chat & Email
- Answer all customer and handling complaint according to the predefined SLA quality standard
- Inform General Inquiries
- Escalate to Team Leader or related units regarding problems that cannot be resolved directly, or massive issues finding.
- Provide information and solved problem about the company needed by the customer

June 2022-Mar 2023  
**Analyst Operations(Payment-Skip Trace)  
PT.Shopee Indonesia**

- Tracing new user numbers in social media
- User Spaylater & SPinjam data verification
- Collect payment overdue 1 - 30 days lately
- Call for negotiation to collect the payment
- Make a daily report on the results of collecting