

## Hubungi

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## Keahlian Teratas

Customer Relationship Management (CRM)

Business Development  
HubSpot

# ERNI SIBARANI

Business Development Representative | Mekari  
Jakarta, Jakarta Raya, Indonesia

## Ringkasan

I am currently working as Business Development Representative. Finding potential leads, interpersonal communication, selling products, product presentation, handling complaints, problem-solving, negotiation, and maintaining customer relationships. I can operate Ms Word, Ms Power Point, Ms Excel (sum, count, if, lookup, pivot table, and pivot chart), CRM, Google Sheets. I like to communicate because through it I can get many benefits, sharing knowledge, adding insight, and being able to help each other. I am currently learning about business development and sales in tech to improve my skills and knowledge for self-development and career.

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## Pengalaman

### Mekari

Business Development Representative  
Juli 2023 - Present (11 bulan)  
Jakarta Raya, Indonesia

### Glints

1 tahun 5 bulan

Talent Acquisition Consultant  
April 2023 - Juli 2023 (4 bulan)  
Area DKI Jakarta

### Sales Development Representative

Maret 2022 - Juli 2023 (1 tahun 5 bulan)  
Jakarta, Jakarta Raya, Indonesia

- Qualify outbound leads, inbound leads and develop action plans to target leads
- Manage lead data and input them correctly in the CRM
- Coordinate meetings on an account executive's calendar and log activities in CRM
- Research prospects to identify potential customers

Pintek, LLC

Appointment Marker

Maret 2021 - Maret 2022 (1 tahun 1 bulan)

Jakarta, Jakarta Raya, Indonesia

- Research prospects to identify potential customers
- Define, report, and improve process inefficiencies KPIs
- Manage lead data and input them correctly in the CRM
- Make a meeting schedule for Business Development

Bank OCBC NISP

Marketing

Maret 2020 - Maret 2021 (1 tahun 1 bulan)

Jl. Gunung Sahari 7A No.36

- Looking for new customers
- Handle customers to apply for a credit card at least 20 people per day
- Explain all banking products
- Serve customers and handle all customer complaints

Bank Mega

Card Loan Officer

April 2018 - Juni 2020 (2 tahun 3 bulan)

Jl.Dewi Sartika No.9

- Explaining to customers about banking products
- Assisting the process of applying for credit cards and customer loans
- Educate customers about the benefits of credit cards, loans and savings
- Serving all customer complaints

CV. Rama Voucher

Staff Admin

September 2015 - September 2017 (2 tahun 1 bulan)

Jl. Pancing No. 74

- Membuat laporan stok
- Menginput barang masuk dan barang keluar
- Menerima telepon masuk

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## Pendidikan

AMIK MEDICOM

DIPLOMA, Manajemen Informatika · (2014 - 2017)