



Al Hapis

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ABOUT

Experienced Management graduate from Gunadarma University with solid experience in loan processing, telesales, and sales support. Proven skills in customer service, financial analysis, and administration at CIMB Niaga, Grab, and Adira Finance. Detail-oriented, communicative, and a collaborative team player with keen interest in marketing and customer engagement.

WORK EXPERIENCE

PT. Adira Dinamika Multi Finance

Jakarta, Indonesia

Telecenter/Telesales

December 2022 - March 2025

- Promoted credit financing programs to potential customers through persuasive telemarketing approaches to drive interest and conversion rates.
- Carefully verified customer documents to ensure eligibility and accelerate credit approval processes.
- Monitored the entire credit application process, from submission to disbursement, to ensure smooth transactions and customer satisfaction.
- Collected and analyzed customer data, and prepared regular closing reports to support sales evaluation and follow-up actions.

PT. Grab Teknologi Indonesia (Project GrabKios)

Jakarta, Indonesia

Sales Support Coordinator

October 2021 - October 2022

- Supported GrabKios operations and partner management through regular content updates and coordination to ensure partner engagement and compliance.
- Provided telesales services via phone to enhance communication reach and improve promotional effectiveness.
- Actively delivered information on the latest campaigns, content, and promotional programs to keep partners informed and engaged.
- Encouraged partner participation in promotional programs through persuasive and educational approaches, resulting in increased program adoption and conversion.

PT. Tera Keluarga Bersama Indonesia

Jakarta,

Telemarketing

July 2020 - September 2021

- Confirmed customer orders through structured phone calls to ensure order validity and readiness.
- Provided clear information on product benefits, advantages, usage, and pricing to help customers understand the full value of the offering.
- Verified shipping addresses and accurately input customer data into the system to support smooth distribution processes.
- Conducted complete purchase confirmations (closing) to finalize transactions and boost sales conversion rates.

PT. Bank CIMB Niaga Tbk

Jakarta, Indonesia

Loan Mortgage

May 2019 - February 2020

- Built positive customer relationships through effective communication to enhance trust and satisfaction during the mortgage process.
- Reviewed and verified customer documents for completeness and accuracy, and conducted financial and collateral analysis to assess creditworthiness.
- Monitored mortgage applications from submission to contract signing, ensuring smooth operations and compliance with bank procedures.

EDUCATION

Gunadarma University

Depok, Indonesia

Bachelor's Degree in Economics, Major in Management

September 2014 – Juli 2018

IPK: 3.39

SKILLS

Technical Skills: Microsoft Office (Word, Excel, PowerPoint) | Data Analysis | Customer Relationship Management (CRM) | Telemarketing Techniques | Data Entry & Documentation Accuracy | Sales Reporting | Campaign Coordination.

Soft Skills: Communication | Problem Solving | Teamwork | Customer Service Excellence | Attention to Detail | Time Management | Analytical Thinking.

Language: Indonesia | English.