

FARAL LANINDI

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Jakarta Selatan

I have an experience in customer service with more than 2 year of experience. Have expertise in handling customer complaints, building and maintaining good relationships with customers, and being able to increase customer satisfaction. I have good communication skills, can adapt to new environments and committed to continuous learning and contributing positively to the achievement of organizational goals.

Work Experiences

PT. Byebeli Inovasi Indonesia - Jakarta

Jan 2023 - Present

Customer Excellence Officer

- Providing good and responsive service to both B2C and B2B customers
- Reply to incoming chats quickly, actively and effectively
- Provide education to customers regarding the services offered
- Understand customer needs in depth
- Provide solutions to customer problems and complaints quickly and effectively
- Build and maintain long-term relationships with customers

PT Coway International Indonesia - Jakarta

Aug 2021 - Jun 2022

Admin Sales Social Media

- Promoting Coway products both directly and through Social Media
- Creating content on Facebook and Instagram as promotional media
- Using ads services to expand customer reach
- Input customers data into database
- Provide information about promotions or discounts to customers
- Serve and respond to customers question both directly and on telephone/chat
- Follow-up customers online

Education Level

SMKN 59 Jakarta - Jakarta

High School Diploma in Online Business and Marketing, 8.50/10.00

Skills, Achievements & Other Experience

- **Languange:** Indonesia (Native), Inggris (Intermediate) TOEIC score 680
- **Soft Skills:** Working in a team, Time management, Discipline, Careful and Detailed
- **Hard Skills:** Communication Skills, Product Knowledge, Problem-Solving, Multitasking, Data Analysis