

FARAL LANINDI

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Jakarta Selatan

I have an experience in customer service with more than 1 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, and can adapt to new environments. I have an interest in improving my abilities in the field of customer service and satisfaction.

Work Experiences

PT. Byebeli Inovasi Indonesia - Jakarta

Jan 2023 - Present

Customer Excellence Officer

- Reply to incoming chats quickly, actively and effectively
- Providing good and responsive service to both B2C and B2B customers
- 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

fins_mart - Jakarta

Aug 2022 - Feb 2023

Admin Marketplace

- Upload products to Marketplace
- Receive, and process orders entered through the Marketplace
- Reply to incoming chats quickly and accurately
- Provide solutions to complaints and complaints from customers
- Conduct follow-up with potential customers
- Checking regularly to stock and conditions product

PT. Coway International Indonesia - Jakarta

May 2021 - Jun 2022

Admin Sales

- Promote the product both directly and using a social media
- Create content on social media and use the Ads feature as a promotional tool
- Entry potential customer data into the database
- Serving and responding to questions from customers both via chat and telephone
- Conduct follow-up on potential customers

Education

Vocational High School 59, in Major of Online Business and Marketing - Jakarta

Jun 2018 - Jun 2023

Vocational High School in, 8.50/10.00

Skills

- **Bahasa:** Indonesia (Native), Inggris (Intermediate), TOEIC Score 688
- **Softskills:** Team Work, Time Management, Disciplined, Detail Oriented
- **Hardskills:** Microsoft Office, Basic Photo and Editing Video, Canva, Facebook dan Instagram Ads, Marketplace Mechanism