



ARDHITA SETYANINGRUM

PROFESSIONAL SALES EXECUTIVE &
CUSTOMER SERVICE SPECIALIST

CONTACT

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Ngawi, Indonesia

<https://ardhita-portfolio.netlify.app/>

EDUCATION

2006 - 2011

MUHAMMADIYAH
UNIVERSITY OF SURAKARTA

- Bachelor of English
Departement

SKILLS

- Good communication and interpersonal skill
- Good Negotiate
- Fluent English and Indonesian
- Database
- Adobe
- ORACLE
- SAP
- Microsoft Office (Word, Excel, PowerPoint)

LANGUAGES

- English (Fluent)
- Indonesia (Fluent)

WORK EXPERIENCE

AREA SALES PROMOTION REPRESENTATIVE

2025

PT SARI AGROTAMA PERSADA - WILMAR INDONESIA

- Build and maintain relationships with clients.
- Develop and implement sales strategies to meet or exceed sales targets.
- Stay informed about the company's products and industry trends to effectively communicate benefits to customers.
- Conduct market analysis to identify new opportunities and potential clients.
- Prepare sales reports and forecasts to track performance and inform management.
- Work with marketing and product development teams to align sales efforts with company goals.

SALES EXECUTIVE

2024

PT SUKANDA DJAYA/ DIAMOND FOOD INDONESIA Tbk

- Identify and understand customer needs.
- Present, promote, and sell products or services.
- Establish and maintain positive customer relationships.
- Reach out to customer leads through cold calling.
- Achieve sales targets and outcomes.
- Greet customers and help them find items in the store.
- Check stock availability and provide information about items.
- Ring up purchases and elevate complaints to management.
- Keep track of inventory.

CUSTOMER SERVICE & ADMIN SUPPORT SALES

2014 - 2024

PT SUKANDA DJAYA/ DIAMOND FOOD INDONESIA Tbk

- Dealing with customers order by phone (call center), live chat or email from a contact center
- Finding relevant information on the system.
- Arranging to post out information or goods to customers.
- Create delivery document and invoice for customers.

HRD STAFF

2012 - 2013

PT. OHSUNG ELECTRONIC INDONESIA

- Support the development and implementation of HR initiatives and systems
- Create and implement effective onboarding plans
- Be actively involved in recruitment by preparing job descriptions, and managing the hiring process

COLLECTION ADMINISTRATOR SUPPORT

2011 - 2012

SINARMAS MULTIFINANCE

- Organizing and keeping track of customer's outstanding debt accounts, contacting debtors to learn more about their payment status and negotiating payments and payment plans with customers.

FRONT LINER

2011

PRAMESTHI SURAKARTA HOTEL

- Greet guests as they arrive at a hotel
- Check guests in and out, and give them their room keys.
- Bookings (by telephone or email), prepare bills and take payments.