



# FEBRIAN RIZALDI

Japanese Speaker - Frontend Developer

+60 173 616 075

Bayan Lepas, Penang

febrian.rizaldi620@gmail.com

frizaldi.online

## ABOUT ME

Japanology graduate from Universitas Indonesia with 6 years of experience in Japanese corporate environments, including 5 years as a Japanese Interpreter and 1 year in Japanese market customer experience. Skilled in supporting bilingual communication, coordinating with Japanese stakeholders, and delivering service aligned with Japanese customer standards. Adaptable, detail-oriented, and committed to enhancing customer satisfaction in multicultural settings.

## EDUCATION

### UNIVERSITAS INDONESIA (2015-2019)

- Bachelor of Japanese Studies, GPA 3.39/4

### YAMANASHI PREFECTURAL UNIVERSITY (2017-2018)

- International Policy Studies (Exchange Program)

## WORK EXPERIENCE

### Indonesia Nippon Seiki - Quality Assurance Staff

2020-2023

- Interpret during QA meetings between Japanese QA managers/engineers with Local QA inspectors/production staff.
- Maintain customer trust by following up improvement on non-compliant product.
- Prepare monthly report to supervisor and customer.
- Translate documents from Japanese to Indonesian and vice versa.
- Assist with product inspections (visual/dimensional checks).
- Support defect classification and documentation.
- Coordinate sample checks with production teams.

### Lautan Otsuka Chemical - General Affair Staff

2023-2024

- Collect and prepare every department monthly report for director.
- Translate documents such as; internal announcements, emails and reports, contracts (basic level), manuals or SOPs.
- Provide consecutive interpreting during; internal meetings, client/vendor discussions, and factory/site visits.

### Teleperformance Malaysia - Customer Experience Agent

2024-PRESENT

- Handled multi-channel customer inquiries via live chat, email, and phone with timely and professional responses.
- Supported Japanese market customers by explaining advertising and commerce solutions clearly and professionally.
- Resolved customer complaints efficiently while maintaining high service standards and customer satisfaction.
- Coordinated with internal departments to escalate and resolve complex issues effectively.
- Investigated root causes of customer issues and ensured proper follow-up.

## SKILLS

- Customer Service
  - JLPT N2
  - Tailwind CSS
- HTML5
  - CSS3
  - JavaScript

## LANGUAGES

- Indonesian
- Japanese
- English