



FEBRIAN RIZALDI

Japanese Speaker - Frontend Developer

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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