

Muhammad Ilham

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Recent graduate majoring in electrical engineering and informatics with working experience as costumer success and verification who loves exploring a new thing, self- motivated, highly passionate and hardworking. Proven academic and curricular achievements, and a work experience to propel the organisation in achieving their goal and objectives.

WORK EXPERIENCES

Internship Media and Telecommunication Sep 2020 - Sep 2020
Radio Republik Indonesia Kota Malang, Malang

- Monitoring the radio transmitter output and writing it into a book report
- Preparing the media broadcasting equipment's when conducting live broadcasting
- Maintenance the radio transmitter room and media equipment's

Customer Success & Verification (Student Ambassador) Dec 2017 - Dec 2019
PT CiciL Solusi Mitra Teknologi (CiciL.co.id), Malang

- Customer success with providing information of the company products and services
 - Creating helpful solution for the customer problem before raising up to the customer support via chat, call and social media interaction.
 - Verifying the personal information of customers who apply for the instalment service and make a report to the manager area (Malang)
 - Creating brand awareness through collaboration with student community within the university and promoting through social media
 - Support the partnership strategy by looking for potential events to be sponsored
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EDUCATION

Sarjana Teknik (S.T.) - Electrical Engineering Sep 2017 - Jul 2021
University of Muhammadiyah Malang, Malang
Concentration field in Telecommunication & Informatics with GPA 3.40 out of 4.00

- Awardee of Erasmus+ Scholarship University of Minho Portugal 2021
 - Awardee of TF-Scale Scholarship Polytechnic of Singapore 2019
 - Best Graduate of English for Specific Purposes University of Muhammadiyah Malang 2019
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ORGANISATIONAL EXPERIENCES

International Language Forum (ILF) Sep 2017 - Sep 2019
Debating and Public Speaking Community

- Champion of National Debating Competition UIN Surabaya 2020
 - Champion of National University Debating Competition Rayon Malang 2019
 - Runner Up of STTAL Debating Competition Surabaya 2019
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SKILLS & LANGUAGE

- English B2 Upper-Intermediate (TOEFL ITP 547) & Bahasa Indonesia (Native)
- HTML,CSS, Basic JavaScript, Bootstrap Framework
- Customer Success and Verification
- Critical Thinking, Problem Solving and Collaboration Skill