

# Muhammad Ilham

Malang 65145 | (+62) 823 3808 8342 | Ilhammuh084@gmail.com  
<https://www.linkedin.com/in/muhammadiilham06> | <https://ilhamtaope.github.io/profile>

I am a recent graduate majoring in electrical engineering and informatics with working experience as costumer success & verification. I have a skill in designing front-end website using bootstrap framework (HTML,CSS & Basic Java script). Proven academic curricular achievements and a leadership experience to propel the company in achieving their goals and objectives.

## RELATED EXPERIENCES

**Internship Media and Telecommunication**

Sep 2020 (1 Month)

Radio Republik Indonesia Kota Malang, Indonesia

- Support the broadcasting team with preparing the media equipment's when conducting live broadcasting.
- Monitoring the radio transmitter output and writing them into a book report. Then making a daily report to the head of telecommunication division .

**Customer Success & Verification (Student Ambassador)**

Dec 2017 - Dec 2019

PT Cici Solusi Mitra Teknologi (Cici.co.id) , Indonesia

- Customer success with providing information of the company products and services to the customers around Malang city area.
- Providing helpful solution for the customer problems and complaints before raising up to the customer support via chat and email (mostly) or call and social media (sometimes).
- Validating the customers profile who apply for the instalment service and reporting to the manager area Malang.
- Creating brand awareness through collaboration with student community within the university and Supporting the partnership strategy by looking for potential events to be sponsored.

## EDUCATION

**Bachelor of Engineering – University of Muhammadiyah Malang**

Sep 2017 - Jul 2021

Concentration field in Telecommunication & Informatics with GPA 3.40 out of 4.00

**Erasmus+ ICM – University of Minho Portugal**

Feb 2021 - Jun 2021

Student exchange program under Erasmus+ mobility for 1 semester.

## ORGANISATIONAL EXPERIENCES

**International Language Forum UMM**

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

**TF-SCALE SINGAPORE POLYTECHNIC**

Sep 2019 (1 Month)

Student exchange program in collaboration 5 ASEAN countries

- Cross-cultural learning and social project amongst ASEAN students

## SKILLS & LANGUAGE

- English B2 Upper-Intermediate (TOEFL ITP 547)
  - Bootstrap (HTML,CSS, Basic JavaScript)
- Microsoft Office
  - Zendesk ( Customer Service tools )