

# JOLLY FITRAH BILITONI



## ABOUT ME

Focused Team Leader with experience reviewing team analytics to improve overall product knowledge and team performance. Courteous and cordial with goal to coach and train employees to meet maximum potential.



## CONTACT

### Address:

Perumahan Cluster Mutiara Legok  
Blok E1 No.8 Kel. Caringin Kec. Legok  
Kabupaten Tangerang, Indonesia

### Mobile:

+6281 1712 3424

### Email:

jollyfitrahbilitoni@gmail.com

### Place and Date of Birth:

Air Seruk, 30 March 1993

### Gender:

Male

### Linkedin:

jolly fitrah bilitoni



## SKILLS

- KPI management
- Staff complaint management
- Team building coordination
- Technological expertise
- Training and development
- Operational planning
- Customer relationship building
- General office administration
- Outstanding customer service
- Regulatory requirements understanding



## EXPERIENCES

### TEAM LEADER • PT. INFOMEDIA NUSANTARA

APR 2018- Jul 2023

PT. Infomedia Nusantara also one of the PT. Telkomsel strategic business partners.

As a team leader I am obliged to:

- Monitoring and analyzing CSR performance through modern platform like Microsoft Power Bi in order to quickly address a problem and develop strategy to solve the problem.
- Monitoring operations to ensure CSR followed relevant procedures and worked towards defined Key Performance Indicator (KPI) targets.
- Ensuring the process of service delivery run smoothly by monitoring all the tools and application availability and usability.
- Cooperate with Telkomsels' organic employee to address issues in service delivery and compliance while building good partnership.

### CUSTOMER SERVICE REPRESENTATIVE

JAN 2017-MAR 2018

PT. Infomedia Solusi Humanika

PT. Infomedia Solusi Humanika is one of the strategic business partners of PT. Telkomsel, one of the biggest telecommunication company in Indonesia. As a customer service I was in charged of handling complaint, giving the best customer experience and performing up selling and cross selling to the customer.

### ENGLISH AS A FOREIGN LANGUAGE TEACHER

JAN 2016-APR 2018

As an English teacher in Senior and Junior High School equivalency program, I was obliged to give English lessons that have specific purpose which was to enable the students to communicate in English with the tourist. Since the place I lived in is one of the tourism destinations in Indonesia, to be able to speak English is a valuable and rewarded skill.

### ASSISTANT RESEARCHER AND INTERPRETER

FEB 2016-FEB 2017

- In charge of preparing logistics for research
- Convey information from local researcher to English speaking researcher and vice versa



## ACCOMPLISHMENT

- National Best Team Leader AI (Telkomsel Best Customer Service Awards 2022)
- Telkomsel FMC (Fixed Mobile Convergence) Product Knowledge Trainer (2023)
- Best Team Leader Region (Infomedia) (2022)
- 1st Place in racing utilization and education of Telkomsel Virtual Assistant (Q3 2021)
- 3rd Place in racing utilization and education of Telkomsel Virtual Assistant (Q2 2022)
- 3rd Place Sumatera Area Best Customer Touch Point (Q3 2022)



## EDUCATION

ENGLISH EDUCATION  
2015

INDONESIA UNIVERSITY OF EDUCATION  
Bachelor Of Education