Riani Dewi

Software Engineer, UI Design, Customer Relation

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📍 Jakarta, Indonesia

EXPERIENCE

UI Designer
UI Design Freelancing
03/2021 - 08/2021

- Create and design overall concepts for the user experience within a business webpage or product, ensuring all interactions are intuitive and easy for clients.

Customer Support & Head of Operator
CV. Berkah Multisarana
04/2019 - 02/2021

- Handling customers via Whatsapp, Tawk To, Instagram, Telegram and Shopee
- Handle retail transactions (PPOB, Top Up, Token, etc.)
- Monitoring transaction servers.
- Monitoring and managing company's website.
- Create, Update, Delete company system app.
- Design menus and banners for the enterprise applications.
- Handle the company's canvasser sales.
- Create and present daily and monthly reports for retail, server and sales.

Secretary Assistant (Work From Home)
National Land Agency (Surabaya)
05/2018 - 03/2020

- Help researching and revising land documents.
- Create and present land documents on Microsoft Office.

Online Admin
Yona Batik
09/2018 - 04/2019

- Handling customers on Whatsapp, Instagram, e-Commerce
- Taking product photos to upload on social media.
- Product packaging.
- Help the brands achieve a strong social media presence by handling daily requests.
- Create and present daily and monthly reports.

CERTIFICATES

Certificate of Competency
05/2018 - Present

Certificate of Internship
11/2016 - Present

SUMMARY

Experienced as an customer support for 2 years. Have expertise in good customer support and can work with clients to meet client needs.

Passionate on IT, design and writing. My goal oriented to pursue a long term career change in the field of Web Design. Have knowledge with analytical skills, problem solving, computer proficient and able to follow up on projects from start to finish.

SKILLS

Microsoft Office : Excel, Word, Power Point, Access	Advanced
Programming Language : HTML, CSS, PHP, Javascript, MySQL	Advanced
Editing Program : Photoshop, Adobe XD, Figma, InDesign	Advanced
e-Commerce managerial	Advanced
Wordpress, Blogspot	Advanced

LANGUAGES

English	Fluent
Bahasa Indonesia	Native

EDUCATION

Software Engineer
SMK Negeri 2, Surabaya
2018

SMP Muhammadiyah 11, Surabaya
2015

SDN Petemon IX, Surabaya
2012