

ZAHRA FIQIAH

PERSONAL INFORMATION



BSD Sektor 1.1
Jl. Cemara i blok c1 no.35
rt 009/002
Rawabuntu, Serpong
Kota Tangerang Selatan



ofczahra@gmail.com



087884851380



Nickname : Rara
Place of Birth : Jakarta
Date of Birth : 29/09/1996
Marriage Status : Unmarried
Religion : Moslem
Weight : 73
Height : 160

I am a highly motivated and fast learning person. In my previous company, I have involved to help several division work activities and contribute a lot in administrative works. I'm a thorough person and understand well in making a detail report using Ms. office or in-house system. I believe, I will be the best person for this position.

Skills : Administration, Communication, Customer Service, Selling product/product knowledge, simple design, etc.

EDUCATION

SDNP Manggarai 01 Pagi	2002-2008
SMP Negeri 3 Jakarta	2008-2011
SMK Negeri 8 Jakarta	2011-2014
University of Darma Persada	2017-2021

Japanese Language, LPPK SMK Negeri
8 Jakarta 2013
TOEIC, LPPK SMK Negeri 8 Jakarta
2013
Web Design, LPPK SMK Negeri 8
Jakarta 2013

ABILITY

SOFTWARE

MS Office Word
MS Office Excel
MS Power Point

SYSTEM

ERP SYSTEM
CMS

LANGUAGE

INDONESIAN (NATIVE)
ENGLISH (ACTIVE)
JAPANESE (BEGINNER)

EXPERIENCE

PT. ACE JAYA PROTEKSI

OCTOBER 2014 - JULY 2015

Position : Telemarketing

Job Description

- Reach bank customer by phone and offer them an insurance
- Explain the benefits of the insurance product to customer
- Handling objections

**CGV CINEMA PACIFIC
PLACE**

JULY 2015 - APRIL 2016

Position : Customer Relation Officer

Job Description

- Serving customers who want to buy movie ticket
- Serving customers who want to make a member card.
- Serving customers in managing lost member cards and transferring card balance.
- Handling customer complaints and record them.
- Making reports of daily promotion redeem.
- Checking the film schedule and ensure that incoming customers have tickets.
- Making evening report of tomorrow's schedule to Concierge.
- Mastering daily promotion and explain it to the customers.
- Running service excellent.

**KISEL INDONESIA
(PROJECT CAFETARIA DE
TELKOMSEL)**

APRIL 2016-APRIL 2018

Position : Sales Admin & Crew

Job Description

- Making and reporting sales daily report.
- Making and reporting sales monthly report.
- Handling the consignment process.
- Making consignment reports and send them to tenant
- Handling the stock availability report.
- Listing the goods that need to be purchased.
- Make sure that the drink station is running well.
- Handling complains

EXPERIENCE

PT. TPLINK INDONESIA

**MAY 2018 - SEPTEMBER
2020**

Position : Receptionist

Job Description

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Accept and distribute any packages and documents.
- Handling, manage and record the use of office car.
- Call the mechanic if there any problem and record every problem. (AC, lamp, others)
- Manage and record the use of meeting rooms.
- Help HRGA Manager in inviting a new candidate to come for job interview.
- Make daily, weekly, and monthly report of Candidates' Interview status.
- Manage and record courier and OB schedule.
- Handle office's LinkedIn (in HR purposes).
- Helps other department to back up (if necessary).
- Handling ticket and hotel reservation.
- Handling and manage the office stationary.



PROMOTED TO



Position : Admin Sales

- Handling the daily sales administration activities.
- Making Purchase Invoice according customers' order using ERP system.
- Applying shipment approval to finance and director by email.
- Making Stock Plan report every morning.
- Sending the soft copy of invoice to customers by email.
- Making stock availability report to customer.
- Applying the bonus & promotion to certain purchases.
- Answering questions from dealers and distributors about TPLINK products.
- Making daily and monthly reports.
- Communicating with warehouse team and expedition about shipment activity
- Handling complains.
- Helping sales in achieve monthly target.

EXPERIENCE

**PT. PT MITRA PINASTHIKA
MUSTIKA RENT**

MAY 2021 - NOW

Position : Sales Admin (Japanese Client Business Unit)

Job Description

- Responsible in supporting data to Sales Team
- Support and Monitor the tender that is proceeded by Sales Team
- Create new Rental Order, handle termination, and updating price on system
- Monitoring End of Contract of each client
- Handle the Extend of Contract of each client
- Support Legal & Sales Department in the Agreement and Annexure of Client



UNIVERSITAS DARMA PERSADA

Jl. Taman Malaka Selatan, Pondok Kelapa, Jakarta Timur, Indonesia 13450

Telp. (021) 8649051, 8649053, 8649057 Fax. (021) 8649052

E-mail : humas@unsada.ac.id Home page : <http://www.unsada.ac.id>

SURAT KETERANGAN LULUS

Nomor : 54 /SKL/S1/FBB/VIII/2021

Pimpinan Fakultas Bahasa dan Budaya Universitas Darma Persada di Jakarta, menerangkan bahwa :

Nama : Zahra Fiqiah
Tempa/Tgl Lahir : Jakarta, 29 September 1996
NIM : 2017130027
Program Studi : Bahasa dan Kebudayaan Inggris
Masa Studi : September 2017 – Juli 2021
Status : Terakreditasi (B) berdasarkan Badan Akreditasi Nasional Perguruan Tinggi Departemen Pendidikan Nasional No.3040/SK/BAN-PT/Akred/S/VIII/2017, Sejak tanggal 22 Agustus 2017 sampai dengan 22 Agustus 2022

Telah lulus dan sudah memenuhi semua persyaratan akademik kurikulum Pendidikan Strata Satu (S1) Program Studi Bahasa dan Kebudayaan Inggris Fakultas Bahasa dan Budaya Universitas Darma Persada. Sementara ini ijasah dalam proses penyelesaian.

Demikian surat keterangan ini dibuat untuk digunakan sebagaimana mestinya.

Jakarta, 19 Agustus 2021
Dekan Fakultas Bahasa dan Budaya

Dr. Eko Cahyono
FAKULTAS BAHASA DAN BUDAYA

MONOZUKURI • TRILINGUAL • ENERGI TERBARUKAN



Fakultas : Bahasa dan Budaya
 Program Studi : Bahasa dan Kebudayaan Inggris
 Program Pendidikan : Strata Satu (S1)

TRANSKRIP NILAI SEMENTARA

Nama : ZAHRA FIQIAH
 Tempat / Tgl. Lahir : JAKARTA, 29 September 1996
 NIM : 2017130027

No	Kode Mata Kuliah	Nama Mata Kuliah	Prestasi			
			HM	AM	K	M
1	13120040	BASIC GRAMMAR	A	4.00	2	8
2	13120540	BRITISH INSTITUTIONS	A	3.70	2	7.4
3	13120100	COMMUNICATION SKILLS I	A	4.00	2	8
4	13120020	COMPREHENSIVE READING I	A	4.00	2	8
5	13120030	DESCRIPTIVE WRITING	A	4.00	2	8
6	13120010	EFFECTIVE LISTENING	A	4.00	2	8
7	13120050	INTRODUCTION TO LINGUISTICS	B	3.00	2	6
8	13120060	INTRODUCTION TO LITERATURE	A	4.00	2	8
9	13120150	THEORY OF TRANSLATION	A	4.00	2	8
10	13120070	VOCABULARY BUILDING I	A	4.00	2	8
11	13220081	ANALYTICAL LISTENING	A-	3.70	2	7.4
12	13220170	ANTI CORRUPTION EDUCATION	B-	2.70	2	5.4
13	13220091	ARGUMENTATIVE WRITING	A	4.00	2	8
14	13320201	COMMUNICATION SKILLS II	A	4.00	2	8
15	13220111	COMPREHENSIVE READING II	A-	3.70	2	7.4
16	13220130	ENGLISH PHONOLOGY	B+	3.30	2	6.6
17	13220121	FUNDAMENTAL GRAMMAR	A	4.00	2	8
18	13320511	GENERAL ENGLISH-INDONESIAN TRANSLATION	A	4.00	2	8
19	00210010	PENDIDIKAN PANCASILA	A-	3.70	2	7.4
20	13220140	PROSE ANALYSIS	A-	3.70	2	7.4
21	13220161	VOCABULARY BUILDING II	A-	3.70	2	7.4
22	13320191	ACADEMIC WRITING	A	4.00	2	8
23	00110110	BAHASA JEPANG I	A	4.00	2	8
24	13420481	COMMUNICATION SKILLS III	A	4.00	2	8
25	13320521	COMMUNICATIVE GRAMMAR	A	4.00	2	8
26	13330021	CROSS CULTURE UNDERSTANDING	B+	3.30	2	6.6
27	13320501	ENGLISH MORPHOLOGY	C+	2.30	2	4.6
28	13320240	FILM AND DRAMA ANALYSIS	A-	3.70	2	7.4
29	13420441	GENERAL INDONESIAN-ENGLISH TRANSLATION	A	4.00	2	8
30	00150010	KEWIRAUSAHAAN	A	4.00	2	8
31	13320531	POETRY ANALYSIS	A-	3.70	2	7.4
32	13420411	READING FOR ACADEMIC PURPOSES	B+	3.30	2	6.6
33	13430151	SOCIOLOGY OF LITERATURE	A	4.00	2	8
34	00210121	BAHASA JEPANG II	A	4.00	2	8
35	13520321	BUSINESS CONVERSATION	A	4.00	2	8

No	Kode Mata Kuliah	Nama Mata Kuliah	Prestasi			
			HM	AM	K	M
36	13420471	CREATIVE WRITING	A	4.00	2	8
37	13420461	ENGLISH SENTENCE PATTERN	B	3.00	2	6
38	13420451	ENGLISH SYNTAX	C-	1.50	2	3
39	13420491	LANGUAGE LOGICS	A-	3.70	2	7.4
40	13520361	LEGAL TRANSLATION	B+	3.30	2	6.6
41	13420421	LITERARY CRITICISM	B+	3.30	2	6.6
42	13420431	PROFICIENCY OF GRAMMAR	A	4.00	2	8
43	13420391	PSYCHOLOGY OF LITERATURE	A	4.00	2	8
44	13320231	READING FOR BROADCASTING	A	4.00	2	8
45	00110060	BAHASA INDONESIA	A	4.00	2	8
46	13520341	ENGLISH PROFICIENCY TEST PREPARATION I	B	3.00	2	6
47	13520351	ENGLISH SEMANTICS	A-	3.70	2	7.4
48	13730051	INTRODUCTION TO PHILOSOPHY	B+	3.30	2	6.6
49	13530131	MASTERY OF GRAMMAR	A	4.00	2	8
50	13630111	MOVIE SUBTITLING	A	4.00	2	8
51	00110010	PENDIDIKAN AGAMA ISLAM	A-	3.70	2	7.4
52	00210071	PENDIDIKAN KEWARGANEGARAAN	B	3.00	2	6
53	13520371	PRAGMATIC LINGUISTICS	B	3.00	2	6
54	13550011	RESEARCH METHODS	A	4.00	2	8
55	13530141	SEMIOHERMENEUTICS	B+	3.30	2	6.6
56	13630071	AMERICAN INSTITUTIONS	B	3.00	2	6
57	13520330	COMPUTER APPLICATION	A	4.00	2	8
58	13630091	DISCOURSE ANALYSIS	B+	3.30	2	6.6
59	13630101	ENGLISH PROFICIENCY TEST PREPARATION II	A-	3.70	2	7.4
60	13620301	INTERPRETING	B+	3.30	2	6.6
61	13620291	INTRODUCTION TO ENGLISH AS A FOREIGN LANGUAGE	A-	3.70	2	7.4
62	10220010	MATEMATIKA SASTRA/STATISTIKA	A	4.00	2	8
63	13630081	MODERN & CONTEMPORARY PHILOSOPHY	B+	3.30	2	6.6
64	13620311	PUBLIC SPEAKING	A	4.00	2	8
65	13630171	SEMINAR ON LINGUISTICS/SEMINAR ON LITERATURE	A-	3.70	2	7.4
66	13730031	AUSTRALIAN INSTITUTIONS	A	4.00	2	8
67	13720271	DEBATING ON CURRENT ISSUES	A	4.00	2	8
68	13720261	ENGLISH PROFICIENCY TEST PREPARATION III	A	4.00	2	8
69	00110080	MONOZUKURI	A	4.00	2	8
70	13720251	TEACHING ENGLISH AS A FOREIGN LANGUAGE II	A	4.00	2	8
Jumlah						140 514.6
Jumlah SKS Telah Diambil : 140			Keterangan			
Indeks Prestasi Kumulatif : 3,68			HM	:	Huruf Mutu	
			AM	:	Angka Mutu	
			K	:	K	
			M	:	Mutu	



Jakarta, 16 Jul 2021
Kepala Biro Akademik,

[Signature]
Dr. Danny Faturachman, M.T



LISTENING AND READING OFFICIAL INSTITUTIONAL SCORE REPORT

Zahra Fiqiah

Name

2017130027

Identification
Number

1996/09/29

Date of Birth
(yyyy/mm/dd)

2021/01/23

Test Date
(yyyy/mm/dd)

2023/01/23

Valid Until
(yyyy/mm/dd)

LISTENING

Your score

460

5 495

READING

Your score

380

5 495

**TOTAL
SCORE**

840

Client/Institution Name: Putra Pratama Raya, PT

PT International Test Center-TOEIC Center Indonesia, Plaza Sentral, 17th Floor, Jl. Jend Sudirman, Kav 47, Jakarta, Indonesia, 12930

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