

# RANTI FAY

## Teaching and Learning (Ops) Assistant, Architect

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## SUMMARY

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Proactive and empathetic professional with over 2 years of experience in customer service, digital marketing, and community engagement. Skilled in managing inquiries across multiple channels, analyzing data to improve user experiences, and providing timely, high-quality support. Proven track record in maintaining confidentiality, achieving high customer satisfaction scores, and adapting to cultural nuances in online media and social networks. I am fluent in English, Bahasa Indonesia, and Turkish. Currently pursuing a master's degree in Architecture to be adept at balancing diverse roles with efficiency and professionalism.

## INTERNSHIP

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### TMS CREATIVE

Interior Design Intern (December 2019 – February 2020)

### RANCANGBANGUN 123

Architect Intern (February 2020 – April 2020)

### KEMENTERIAN PUPR KAB. BANDUNG

Architect Intern (November 2017 - March 2020)

### INCBUSS

Social Media Specialist (November 2021 - February 2021)

## WORK EXPERIENCE

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### DEPARTEMEN ARSITEKTUR UNIVERSITAS INDONESIA (ARCHITECTURE DEPARTMENT OF UNIVERSITAS INDONESIA)

Lecturer Assistant (June 2019 – June 2021)

- Lecturer Assistant for Building Technology and Design Method subjects.
- Teaching, assisting students on learning one on one or in group, planning and preparing lecture, assess students' task and give the appropriate feedback.

### RUMAHKECILKU.ID

Architectural Drafter (Project Based-Contract) (January 2020 – April 2020)

- Draw and prepare Detailed Engineered Drawing for house project (architectural and interior drawing).

## **ENZO KITCHEN FACTORY**

Junior Architect (May 2021 – June 2022)

- Interact with clients and translate client needs into design.
- Draw and prepare Detailed Engineered Drawing for house projects (architectural and interior drawing) and rural landscape big scale for (touristic place).
- Provide visualization (images and videos) for presentation to clients.

## **AESTICA**

Digital Marketing Staff (June 2021 – June 2022)

- Prepare interesting social media content and constantly update with social media trends and create trend-relevant content.
- Interact with followers, reply to DMs and provide the feedback they need, analyse the engagement and make a report on it.

## **TADA**

Customer Success Specialist (June 2022-December 2022)

- Managed customer inquiries across various channels for B2B clients and TADA app users, handling a high volume of tickets with fast and accurate responses.
- Key Performance Indicators (KPI) Highlights: Demonstrated significant improvement in ticket resolution and SLA compliance over months handling an average of 700+ tickets per month and achieving a consistent rise in meeting SLA targets, with a decrease in missed SLA tickets.
- NPS (Net Promoter Score) and CSAT (Customer Satisfaction) Achievements:
- Consistently achieved high NPS and CSAT scores across months, with NPS scores averaging 90% and CSAT scores averaging 94%.

## **SMMR STUDIO**

Freelance Architect (December 2022 - Now)

- Draw and prepare Detailed Engineered Drawing and visualization (architectural and interior drawing).
- Calculating the BOQ
- Supervising project process

## **KidsproID**

Part Time Canva Tutor (September 2023-July 2025)

- Teaching online kids (individual and group) for designing Canva both in Bahasa Indonesia and English.
- Make special games and fun ways of teaching designated for every kid.
- Prepare a report of the progress of every kid.

## **Kodland**

Teaching and Learning (Ops) Assistant (Remote) (May 2024-Now)

- Ensure the delivery of high-quality educational content by reviewing and evaluating teaching materials and methods.
- Support instructors through training and feedback to enhance their teaching effectiveness.
- Monitor student and tutor progress and satisfaction, implementing improvements to optimize the learning experience.
- Delivering requests from each department to each tutors, making sure that every ticket is delivered and conducted on time. Request of

- Opening a new group, assigning new tutor, conducting test for new students, payroll checking, extra class request)
- Daily checking of tutor's responsibility of updating absences, comment about students' progress, need of extra classes.

### **Kakak Bimbel**

Part Time Online Tutor (February 2024-Now)

- Teaching online individuals and group for math, physics, biology, and informatics.
- Prepare a module based on request of the students and tailored to their skills and needs.
- Prepare a report of progress of every student.

### **Upnyx Innovative Solutions Pvt Ltd**

Freelance HR Assistant (Ops and Technology) (Remote) (October 2024-June 2025)

- Assist with recruitment, including posting job ads, screening, scheduling interviews, manage onboarding and offboarding processes.
- Maintain accurate employee records and support HR operations and help implement and manage HR technology tools.
- Prepare HR reports and assist with performance reviews.

### **Teacher Partner**

Freelance Sales for EPIBM UK (Remote) (October 2024-Now)

- Identify and engage prospective students for international degree programs (online, hybrid, and on-campus).
- Facilitate the admissions process, guiding students from inquiry to enrollment.
- Build relationships with potential students to understand their goals and match them with suitable programs.
- Collaborate with educators and administrators to provide tailored educational solutions.
- Promote innovative and globally accessible education pathways.

### **Recruiter Assistant**

Pet Awesome Canada (Remote, project based) (June 2025-August 2025)

- Supported full-cycle recruitment operations, including job postings, candidate sourcing, and interview coordination across time zones.
- Conducted testing and QA for recruitment SOPs, AI assessment tools, and automation workflows to ensure smooth candidate experience.
- Built and implemented custom GPT-based tools (e.g., *Evergreen Transcript Notes*) to streamline internal documentation and candidate interactions.
- Maintained ATS accuracy, prepared recruitment reports, and collaborated with global HR teams to optimize hiring pipelines.

### **Virtual Assistant**

ADA Resources (August 2025-now)

- Managed real estate appraisal scheduling across New York using GoHighLevel (GHL), coordinating with clients, lenders, and appraisers.
- Handled outbound and inbound communication via Google Voice, SMS, and email to confirm appointments, reschedule when necessary, and clarify appraisal requirements.
- Maintained and updated client databases and CRM systems to ensure accurate scheduling and documentation.
- Prepared daily scheduling reports and provided updates to internal teams regarding completed, pending, and rescheduled appointments. Delivered customer support, addressing client concerns professionally and maintaining a positive experience.
- Assisted in organizing and reviewing property-related documents such as floor plans and site information to support appraisal scheduling.
- Coordinated with property professionals to ensure accurate access and inspection requirements were met.

### **FREELANCE**

Part Time Online English, Bahasa Indonesia, and Turkish Tutor (September 2023-Now)

- Teaching online (individual and group) English and Bahasa Indonesia to Foreigners (Countries: Turkey, Vietnam, Kazakhstan, Mongolia).

Age group:

- Elementary School, High school, University Student)
- Make a special class designated to every student according to their level.
- Prepare a report of the progress of every student.

## EDUCATION

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### **UNIVERSITAS INDONESIA (2017 - 2021)**

Bachelor of Architecture (in Bahasa Indonesia) - GPA 3.66/4.00

### **ESKISEHIR TECHNICAL UNIVERSITY (2023) (With YTB Fully Funded Scholarship)**

Master Degree of Architecture (in Turkish) –GPA 3.80/4.00

## ORGANIZATION

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### **IMA (IKATAN MAHASISWA ARSITEKTUR) FT UI** Staff of ROARS Media

Team (June – November 2018)

### **FUSI (FORUM UKHUWAH STUDI ISLAM) FT UI** Staff of Research and Development Team (June – November 2020)

### **BUILD IT GREEN KLASER ARSITEKTUR & SUSTAINABILITAS UI**

Head of Research Team (June 2020 – Now)

### **GLOBAL AMBASSADORS OF SUSTAINABILITY**

Engineer Member (March 2022 – Now)

### **ORTAK ALAN ESTU**

Member (October 2022-Now)

## SKILLS

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- Digital Marketing
- 3D Modeling (Sketchup, ArchiCAD, Rhinoceros)
- Drafting (Layout, AutoCAD, ArchiCAD, Revit)
- Visualization (Lumion, VRay)
- Language (Bahasa Indonesia (Native), English (CEFR C2, TESOL), Turkish (C1) Thailand (Beginner), Japanese (Beginner)
- Design Graphic (Adobe Photoshop, Adobe Illustrator, Adobe Premiere, Figma, Canva)
- Microsoft Office (Word, Excell, Presentation)