




CONTACT INFO

 Cengkareng, Jakarta Barat

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 Tiasa Fernanda Muhamad Putra


SKILLS SUMMARY

- Microsoft Office
- Zendesk
- English
- Photography & Videography

VOLUNTEER & ORGANIZATION EXPERIENCE

 Staff Infomedia at Himpunan Mahasiswa Perikanan (2014 - 2015)

 Volunteer at Konferensi Asia Afrika (2015)

 Head of Entrepreneurship Division at Himpunan Perikanan (2015 - 2016)

 Administration Staff for PON & PEPARNAS West Java (2016)

TIASA FERNANDA MUHAMAD PUTRA

OPERATION ANALYST

PERSONAL PROFILE

A confident, reliable and enthusiastic individual, with previous customer service experience at one of Indonesia's Unicorn Start Up. I enjoy helping customers and solving any problems that they may have. I am a great communicator, over the phone and via email. Also, passionate about social media activity and comfortable with any different working shifts.

WORK EXPERIENCE

VVIP TEAM - CRISIS CENTER

PT Bukalapak.com Tbk | AUG 2020 - JUL 2021

- Resolve customer hard complaints via phone and email
- Identify and assess customers' needs to achieve satisfaction about payments, logistics, bugs and fraud issues
- Analyze customer experience reports and insights and come up with improvement suggestions and initiatives

SOCIAL MEDIA SUPPORT

PT Bukalapak.com Tbk | AUG 2018 - JUL 2020

- Handle customer inquiries about Bukalapak product's through social media
- Manage and resolve customer related issues
- Be the voice of customers to provide feedback to the company

EDUCATIONAL HISTORY

- 2012 - 2017 Padjadjaran University, Faculty of Fisheries and Marine Science, Major of Fisheries (GPA Scale: 3.13 from 4.00)
- 2009 - 2012 Senior High School 78 Jakarta
- 2006 - 2009 Junior High School 45 Jakarta