**CURICULUM VITAE**

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Name : Juwita Dwi Sapta Ria

Place / Date of Birth : Jakarta / 27 June 1991

Gender : Female

Address : Jl. Percetakan Negara Rawasari no 17

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**Personal Profile**

A Person who able to communicate effectively with a team that has a wide range of backgrounds and varying levels of ability. A person who has self-esteem, confidence and responsibility to the company and employees are able to be ready to maintain the good name of the company.

**Educational Background**

University : UPI YAI - Present

Senior High School : SMIP Bina Darma Dki

Junior High School : SMP Negeri 47 Jakarta

Elementary School : SD Negeri 05 Jakarta

**Experiences**

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| June 2015 – December 2015 | **Social Media Manager at Ensogo**  Job Desk :   1. Developing social media and chats platform, Including : Make strategy, planning, execute, and report to HQ (Facebook, Twitter, Instagram). 2. Developing, planning, and execute for CRM : (Mobile App Notification, Campaign implement, Web Banner). |

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| July 2014 – Apr 2015 | **Marketing Executive at foodpanda Indonesia**  Job Desk :   1. Developing social media and chats platform, Including : Make strategy, planning, execute, and report to HQ (Facebook, Twitter, Instagram, BBM Channel, KakaoTalk, WeChat and Line). 2. Developing, planning, and execute for CRM : ( Daily Newsletter, Mobile App Notification, Campaign implementing intensive cross channel engagement, Web Banner). 3. Providing social media or online customer service support on social media channels. 4. SEO & SEM content strategy, to increase rankings on all major search networks. 5. Partnerships ( Participate in meetings with key partners ( Display marketing partners, buzzers, marketing/ advertising agencies etc). |
| May 2013 – July 2014 | **Team leader Call Center at foodpanda Indonesia** |
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|  | Job Desk :   1. Handling customer complain, desicision maker for compliments such as vouchers and loyalty programs 2. Managing customer reviews ( frontend, Mobile Apps ) 3. Arrange scehedule all call center agent 4. Making a weekly report to Head of Operations |
| Nov 2012 – May 2013 | **Call Center Agent at foodpanda Indonesia** |
|  | Job Desk :   1. Processing order through System, by Phone, Email and chats 2. Handling Customer Complain |
| Sept 2011 – Oct 2012 | **Front Office Department at Mandarin Oriental Hotel Jakarta** |
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|  | Job Desk : |
|  | 1. Handling Guest from entering the gate until front desk to checking in 2. Offer a refreshment for guest 3. Taking care of guest luggage 4. Taking care the hotel guest (recommend a good restaurants, a tourist attraction) 5. Taking Care of guest transportation |
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