**CURICULUM VITAE**

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Name : Juwita Dwi Sapta Ria

Place / Date of Birth : Jakarta / 27 June 1991

Gender : Female

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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).
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| 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
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| 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
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| 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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