EUNIKE SIAHAAN | +62 812 809 26086
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◆ EUNIKE SIAHAAN

Current Address:
• Jl. Dr. Muwardi 3B No.16 • RT 03/RW 03, Grogol Petamburan • Jakarta Barat

Home Address:
• Jl. Timor HOP 5 / 108 • RT 003, Kel. Gunung Telihan • Bontang Barat, Kalimantan Timur
• **m** : +62 812 8092 6086
•**e** : u_nique1811@yahoo.com / e7.siahaan@gmail.com

Career Objectives

- Looking for a good challenging job to leads me to get a good opportunity in my career especially in Human Resource or in industrial-organization or any related field.

Education

Tertiary:

- Bachelor of Arts major in Psychology (graduated in March 28, 2010) – Adventist University of the Philippines, Puting Kahoy, Silang, Cavite, Philippines.
- Bachelor of Science in Industrial-Organizational Psychology (graduated in March 27, 2011) - Adventist University of the Philippines, Puting Kahoy, Silang, Cavite, Philippines]

Secondary:
Graduated in 2006 – Vidatra Senior High School, Bontang, East Borneo (Kalimantan), Indonesia.

Work Experience

Senior Customer Service Representative (March 2011 – March 2014) – **Oakleigh Capital Ltd.**

- Responded promptly and answered/resolved customer inquiries and complaints.
- Managed customers' database accounts, performed customer verification and processed applications, orders and requests.
- Communicated with customer using LivePerson, Messenger, Phone and E-mail which use both Indonesian and English languages directly.
- Cooperated with Customer Service team in analyzing and solving problems.
- Collected and evaluated customer's feedback in order to improve and provide better service quality in the long-term relationship.
- Responsible for Service quality assessment to ensure customers

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satisfactions.
- Contributed ideas and suggestions to improve the work effectiveness of Customer Service team

Executive Recruiter (August 2014 – October 2014) [**TEMPORARY CONTRACT**] – **Linardi Associates** (http://www.linardiassociates.com/)
- Searching potential and best candidates for respective clients from Managerial level to C-level.
- Maintaining and updating database regarding with job opening, candidates resumes and recruitment process.
- Uploading resume to database, compilation of information regarding candidate, reference check, setting up interviews, updating and circulating 'New Job Opening' list to candidates, job portal, mailing lists, etc.
- Researching to better understand job openings, industries and clients, short-listing of candidates, conducting initial interviews to get comprehensive profile of potential candidates, character and skill assessment, and pro-actively initiating/following up with clients and candidates to ensure seamless recruitment process and mediation/consultation with candidates to ensure successful negotiation and closing of deals, etc.
- Handling clients from various industry such as Multinational FMCG Company, International and Regional Bank and Securities, Private Equity, Financial Services, Venture Capitals, Local Conglomerates, Office and Property Management/Real Estate, Readymix Company, Building Material Companies, Tour & Travel Company, Mining, Oil & Gas Company, Multinational Shipping & Logistic Company, Manufacturing Company, Digital & Online Company, etc.
- Conduct initial interview to get comprehensive profile of the candidates in order to find suitable candidates that meets with client's requirement – phone interview.
- Arrange interview schedules between candidates and Clients
- Prepare weekly progress report to the Owner (Founder)

Supervised Training Experiences

April 2009 to June 2009—**Educational Internship**
[Guidance and Counseling of Adventist University of the Philippines]

August 2009 to October 2009 – **Clinical Internship**
[Special Education Centre (God's Gift SpED Learning Centre), Trece Martires, Cavite, Philippines]

November 2009 to March 2010 – **Clinical Internship**
[Christian Homecare for Enlightenment and Empowerment Rehabilitation Services, Inc. Philippines]

August 2010 to September 2010 – **Industrial Internship**
[Gentle Supreme Philippines, Inc.] – Stanpak Building, West Road Km. 18, Paranaque City, Philippines.

November 2010 to December 2010 - **Industrial Internship**
[PT Badak NGL Co. - Bontang] - Bontang, East Borneo (Kalimantan), Indonesia.

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Skills

- High responsibility and having integrity
- Able to work both in team and individually
- Hard working
- Eager to learn new things
- Well-organize
- Writing clinical assessment and administering psychological test
- Proficient in oral and written communications

Organizational Life

- **Member,** Indonesian Student Association, School Year 2006 – 2007
- **Treasurer,** Indonesian Christian Community, School Year Summer 2007 – 1st Semester 2007
- **Associate Religious Affairs,** Indonesian Student Association, School Year 2007-2008
- **Treasurer,** Indonesian Christian Community, School Year 2nd Semester 2007 – 2008
- **Vice-President Religious Affairs,** Indonesian Christian Community, School Year 1st Semester 2008-2009
- **Associate Religious Affairs,** Indonesian Student Association, School Year 2008-2009
- **Treasurer,** Indonesian Christian Community, School Year 2nd Semester 2008-2009
- **Associate Religious Affairs,** Indonesian Student Association, School Year 2009-2010
- **PIO,** Indonesian Christian Community, School Year 2nd Semester 2009-2010

Conventions and Seminars Attended

- **Indonesian Fellowship seminars "You Are A Leader For Today And Tomorrow"** – [December 13, 2008 Adventist University of the Philippines, Silang, Cavite, Philippines]
- **Psychological Services "Enhancement Program in Personality Assessment and Evaluation through Projective Techniques"** – [January 23, 2009 Trece Martires City Cavite, Philippines]
- **Psychological Services "Enhancement Program in Personality Assessment through Projective Techniques"** – [January 29, 2010 Trece Martires City Cavite, Philippines]
- **4th International Program on Psychological Communication** – [November 16-21, 2009 Hong Kong]
- **2nd ICCS International Convention on Psychological Communication** – [February 13, 2010 AFP Theatre Camp Aguinaldo, Quezon City, Philippines]
- **JobStreet.Com Career Congress '' Building Leaders : Developing Future Leaders in the Workforce"** – [September 3, 2010 SMX Convention Center, Seashell Drive SM Mall of Asia Complex, Pasay City]
- **5th International Program on Psychological Communication** – [January 18 – 22, 2011 Singapore]

Personal Information

Name	: Eunike Siahaan
Age	: 27
Birthdate	: November, 18 1987
Gender	: Female
Civil Status	: Single
Nationality	: Indonesian
Religion	: Christian – Protestant
Language	: Bahasa Indonesia, English, Tagalog

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Family Background

Name of Father	: Baruhakim Siahaan
Occupation	: Retirement
Address	: Bontang, Indonesia
Name of Mother	: Esmina R. Sihotang
Occupation	: Housewife
Address	: Bontang, Indonesia

**References: Available on request*

I hereby attest that the above information is true and correct to the best of my knowledge and belief.

Jakarta, 2014

Eunike Siahaan