|  |  |
| --- | --- |
|  | **CURRICULUM VITAE**   |
|  |  |
| Personal information |  |
| Surname(s) / First name(s) | Iriani Dewi Ambarsari |
| Address(es) | Komp.Bumi Parahyangan Endah Blok F No.2, Cijambe, Ujung Berung, Bandung. |
| Telephone(s) | +62 812 8711 6347 | Mobile |  |
| E-mail | Iriani.ambarsari@gmail.com |
|  |  |
| Nationality | Indonesian |
|  |  |
| Date of birth | 15 April 1982 |
|  |  |
| Gender | Female |
|  |  |
| Marital Status | Married |
| Religion | Moslem |
|  |  |
| Hobbies and interest | Reading, Meet people, Cooking, Hang Out. |
| Profile | A fast learner, smart worker, analytical thinking, good communication and negotiation skill, Problem Solving oriented, both able to work independently and an excellent team player. |
|  |   |
| **Work Experience**  DatesName of employer Type of business sector  Job Title Responsibility  | Jan 2012 - May 2013**PT. Sukanda Djaya – a Division of PT.Diamond Cold Storage**Fast Moving Consumer Goods (FMCG)**Food Service Sales Executives – Sales Deparment*** Achieving Monthly Target
* Taking Orders, make a good relationship with existing customer, and develop new market
 |
|  DatesName of employer Type of business sector  Job Title Responsibility Dates | May 2011 – Jan 2012**PT.Bukit Muria Jaya, Tbk**. – **Djarum Group**Paper and Packaging **Key Account Executive –Sales & Marketing Departement**To maintain and provide customer needs of cigarette paper and coordinate with export document department, Logistic and production team and make sure that the goods are perfectly delivered to the customer. Okt 2008 – May 2011 |
| Name of employer | **Katahati Institute, Bandung** |
| Type of business sector | Self Development Training Centre |
| Job title | **-Bandung Event Coordinator Team** |
| Responsibility |  Organizing Events that held in Bandung City, and also achieving monthly sales target. |
|  |  |
| Dates | Apr 2005 - May 2008 |
| Name of employer |   **PT.Indosat, Tbk. (outsourcing by PT.Bahtera Pesat Lintas)** |
| Type of business or sector | Telecommunication |
| Job title | **Team Leader Gallery**, period July 1st.2007 – May 30th.2008 |
| Responsibility | * Managing all gallery report, example:

٠Top ten case/complaint٠Total visitor to gallery/month٠Total Inventory report, like simcard and voucher٠Total sales application, delete application of postpaid |
|  | * Managing research that held in gallery, like how many people use postpaid, prepaid, and how about staff attitude in gallery and the influence to the customer.
* Monitoring operational gallery, example office equpment, etc.
* Monitoring all gallery staff (CSR, Cashier, Security, and Office Boy) and sometime had a multitasking job, replacing cashier when the staff is away.
* Full time serving customer
 |
|  |  |
| Job title | **Customer Service Representatives**, in customer care service department, period April 7th.2005 – June 30th.2007 |
|  |  |
| Responsibility | * Serving customer, demonstrated serve 60customer/day
* Giving information about product
* Mobile phone setting (GPRS, MMS, E-mail), Laptop setting, Blackberry Setting, Broadband setting
* Follow up customer request or complaint
* Processing request data or complaint (registration, change sim card, delete simcard, new application of postpaid, reload voucher, replace voucher, etc.
* Monthly inventory report

  |
|  |  |
| **Education**  |  |
|  |  |
| Dates | 2000 - 2004 |
| Name and type of organisationproviding education |  **Widyatama University, Bandung, Indonesia** |
| Degree/Major | Bachelor degree/ Management Economic  |
|  |  |
| GPA | 3.22 (Scale 4.0) |
|  |  |
| Other course and training |   2008 - **HeartFocus! Management** By Katahati Institute, learn about heart skill  management to attracting intention based on quantum physics with positif  feeling inside (advanced) 2008 - **Managing Difficult Interaction** By Service Quality (SQ) Centre Indonesia 2007 - **MindFocus Management** By Katahati, learn about brain skill management to  attracting intention with positif thinking and positif feeling based on quantum  physics (basic) 2007 - **Managing Confidence Building**, By PT.Indosat, Tbk. 2007 - **Profesional Dalam Pelayanan** By OQ Modelling  2005 - **Neuro Linguistic Program** By Ronny  2005 - **Pelayanan Prima** By PT.Indosat,  |
|  |  |
| **Personal skill and competences** |  |
|  |  |
| Mother tongue(s) | Indonesian (Javaness and sundaness) |
| Other language(s) | **English** (Fluent) |
|  |  |
| **Computer Skill** | Keyword speed and accuracy **:** 60WPM **[Operating System Experienced]** Microsoft Windows 98 Microsoft Windows 2000 Microsoft Windows XP Internet **[Office Application]** Microsoft  Word Excel Power Point Front Page  **[Statistical Application]**SPSS for windows  |
|  |  |
|  |  |
| **Reference** |   **R.Widdy Mufianti** Customer Care Service Department Coordinator,  PT.Indosat, Tbk. Bandung Branch, Indonesia Jl.Asia Afrika no.111 Bandung 40111 Indonesia Mobile : +62 816 622 862 |
|  |  |
|  |  |