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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| IMG_0001.jpg |  | | | | | | | | | | |
| ***Novi Riana Adlia Putri*** | | |  | | |  | | | | | |
| **Alamat** | | | | | | |  | | | | |
| **Alamat KTP** | : | Griya permata gedangan blok B1/15 RT 11 RW 06, keboansikep kec.gedangan, sidoarjo  61254, JawaTimur, Indonesia. | | | |  | | | | | |
| **Alamat Sekarang** | : | Griya permata gedangan blok B1/15 RT 11 RW 06, keboansikep kec.gedangan, sidoarjo  61254, JawaTimur, Indonesia. | | | |  | | | | | |
| **Tel (Mobile)** | : | 6285230030786 |  | | |  | | | | | |
| **Email** | : | [novirap@gmail.com](mailto:novirap@gmail.com) |  | | |  | | | | | |
|  | | | | | |  | | | | | |
| **Data Pribadi** | | | | | | |  | | | | |
| **Umur** | : | 27 | **TanggalLahir** | : | 27 Nov 1986 |  | | | | | |
| **KTP#** | : | 3515166711860006 | **SIM** | : | 861115141720 |  | | | | | |
| **Nationality** | : | Indonesia | **JenisKelamin** | : | Wanita |  | | | | | |
| **Status** | : | Single |  | | |  | | | | | |
| **Agama** | : | Islam | | | |  | | | | | |
|  | | | | | |  | | | | | |
| **Latar Belakang Pendidikan** | | | | | | |  | | | | |
| **Pendidikan Tertinggi** | | | | | |  | | | | | |
| **Level** | : | Bachelor's Degree | **CGPA** | : | 3.40/4 |  | | | | | |
| **Bidang Study** | : | Economics |  | | |  | | | | | |
| **Jurusan** | : | Manajemen Keuangan | | | |  | | | | | |
| **Jenis Lembaga** | : | Sekolah Tinggi |  |  |  |  | | | | | |
| **Nama Lembaga** | : | Sekolah Tinggi Ilmu Ekonomi Indonesia (STIESIA) | **Entry Date** | : | 2004 | | | | |
| **Location** | : | Surabaya - Indonesia | **Graduation Date** | : | 31 oct 2008 | | | | |
| **Riwayat Pekerjaan** | | | | | |  | |  |  | |
| |  |  |  |  | | --- | --- | --- | --- | | 1. | **Nama Perusahaan** | : | PT Infomedia Nusantara | |  | **Posisi** | : | Staff Operation Jabalnusaka | |  | **Level** | : | Supervisor | |  | **Spesialisasi** | : | BPO dan contact center | |  | **Industry** | : | BPO dan contact center | |  | **Gaji** | : | IDR 3,350,000 | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  | **Tanggal Bergabung** | : | April 2013 | **Tanggal Berakhir** | : | Sekarang (1 Tahun 4 Bln) | | | | | | | |  | **Deskripsi Pekerjaan** | : |  | | |  | * *Bertanggung jawab dan berkoordinasi secara penuh dalam menangani project BPO dan Contact center* * *Bertanggung jawab secara penuh melaksanakan Pekerjaan Adminsitratif dibawah koordinasi Staff Divisi ESSO dan BPO Services* | | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | 2. | **Nama Perusahaan** | : | PT Kopkar Citra Bekisar (KCB) Outsourcing |  | | |  | **Posisi** | : | Supervisor |  | | |  | **Level** | : | Supervisor |  | | |  | **Spesialisasi** | : | Setter Prewired |  | | |  | **Industry** | : | Sales ForcesPT Telkom |  | | |  | **Gaji** | : | IDR 2,600,000 |  | | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  | **Tanggal Bergabung** | : | Nov 2012 | **Tanggal Berakhir** | : | April 2013 (6 Bulan) | | | | | | | |  | **Deskripsi Pekerjaan** | : |  |  |  | |  | * *Bertanggungjawab secara penuh dalam menangani Sales Forces yang dibawahi sebanyak > 150 orang Setter Prewired SPIN* * *Bertanggungjawab secara penuh melaksanakan Pekerjaan Adminsitratif sales dibawah koordinasi Staff Divisi ESSO dan BPO Services (Pembuatan BAST Sarker,BAST TOOLS Setter SPIN,BAST Usage Motion)* * *Berkoordinasi dengan SADM, User Sales forces dalam hal ini PT TELKOM .* | | |  |  | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | 3. | **Nama Perusahaan** | : | PT Media Prima (MP) Outsourcing PT Infomedia Nusantara |  | | |  | **Posisi** | : | Ad Advisor |  | | |  | **Level** | : | Sales |  | | |  | **Spesialisasi** | : | Sales |  | | |  | **Industry** | : | Directory Services |  | | |  | **Gaji** | : | IDR 2,600,000 |  | | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  | **Tanggal Bergabung** | : | June 2012 | **Tanggal Berakhir** | : | Nov 2012 (6 Bulan) | | | | | | | |  | **Deskripsi Pekerjaan** | : |  |  |  | |  | * *Melakukan Kanvas Lapangan, Presentasi dan Penandatanganan Secara Langsung ke Customer secara Door to Door* * *Bertanggungjawab secara penuh melaksanakan Pekerjaan Adminsitratif sales dibawah koordinasi Acount Manager (AM) dengan Menggunakan Aplikasi ISAM For sales* * *Berkoordinasi dengan SADM Sales,Design grafis kasir dan collector mengenai Administrasi Penerbitan Iklan Yellowpages* | | |  |  | |  | | | |  |  | | | | |  |  | | | | | | |  | |  |  | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | 4. | **Nama Perusahaan** | : | PT Intrias Mandiri Sejati (IMS) Outsourcing PT Infomedia Nusantara |  | | |  | **Posisi** | : | TEAM LEADER |  | | |  | **Level** | : | Team Leader |  | | |  | **Spesialisasi** | : | Customer Service |  | | |  | **Industry** | : | Call Center |  | | |  | **Gaji** | : | IDR 2,800,000 |  | | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  | **Tanggal Bergabung** | : | Feb 2010 | **Tanggal Berakhir** | : | Feb 2012 (2 tahun) | | | | | | | |  | **Deskripsi Pekerjaan** | : |  |  |  | |  | * *Monitoring Performansi caroline officer baik itu Harian, Mingguan dan Bulanan dan melakukan Pembinaan Terhadap Caroline Officer serta Memastikan Target KPI Perusahaan* * *Bertanggung jawab secara penuh melaksanakan Pekerjaan Adminsitratif dalam tim maupun independen dibawah koordinasi Supervisor dengan Menggunakan Microsoft Word ,Excel,Power Point 2007* | | |  |  | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | 5. | **Nama Perusahaan** | : | PT Intrias Mandiri Sejati (IMS) Outsourcing PT Infomedia Nusantara |  | | |  | **Posisi** | : | Caroline Officer |  | | |  | **Level** | : | Agent |  | | |  | **Spesialisasi** | : | Customer Service |  | | |  | **Industry** | : | Call Center |  | | |  | **Gaji** | : | IDR 1,800,000 |  | | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  | **Tanggal Bergabung** | : | Feb 2009 | **Tanggal Berakhir** | : | Feb 2010 (1tahun) | | | | | | | |  | **Deskripsi Pekerjaan** | : |  |  |  | |  | * *Bertanggung jawab secara penuh menangani Customer dalam melayani Pertanyaan pelanggan baik itu Informasi,Permintaan maupun Komplain Permasalahan pelanggan melalui Telepon* | | |  |  | |  | | | |  |  | | | | |  |  | | | | | | |  | |  |  | |
| **Bahasa** | | | | | |  | |  |  | |
| |  |  |  | | --- | --- | --- | | **Proficiency** (Best=10 - Worst=1) | | | | **Bahasa** | **Lisan** | **Tertulis** | | English | 6 | 7 | | | | | | |  | |  |  | |
| **Kualifikasi** | | | | | |  | |  |  | |

• mahir dalam hubungan pelanggan dengan kemampuan untuk menangani dan menyelesaikan masalah. Berorientasi tim, Bisa berkembang dalam lingkungan yang serba cepat.

• Motivasi diri untuk melakukan dengan tekun untuk mencapai tujuan bisnis, kemampuan untuk belajar keterampilan baru dengan cepat dan efektif

• keterampilan computer baik itu Microsoft Word, MS excel dan program Power Point, pivot