**SILVIA GAUTAMA**

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| Educational Background |

2011-2015 Bina Nusantara University, Jakarta, Indonesia GPA: 3.77/4.00

Major : English Literature

Concentration: Language Application in Business

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| Teaching Experience |

2012-2013 Mentor of Binus Student Learning Community with scholarship

*Helping 3-5 students in learning subjects through discussion and sharing*

2012-2013 Buddy Coordinator (BC)

*Volunteering position for seniors who help freshmen through their first semester*

2012 Volunteer, Teach For Indonesia

*Teaching English and Math for 3-5 elementary students*

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| Organizational Experience |

2013-2014 Reporter and Social Media in Journalism Club of English Department

2012-2013 Treasurer, HIMSI (Association of English Department Students)

2011-2012 Activist, HIMSI

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| Work Experience |

2015-Present Customer Relationship Executive

OpenTrolley Bookstore, Jakarta, Indonesia

* + - Handling incoming calls from Indonesian and Singaporean customers
    - Responding to inquiries
    - Providing quotes
    - Providing invoices
    - Managing upset customers, conflicts and challenging situations
    - Resolving problems
    - Conducting research to ascertain the best products and suppliers in terms of best quality and price

2014 Internship

Bina Nusantara University, Jakarta, Indonesia

Committee of International Conference “The Role of English in ASEAN”

* + - Managing incoming mails
    - Organizing documents
    - Typing all necessary documents as required
    - Printing any additional notes as required
    - Participating in meetings
    - Creating presentations
    - Creating meeting minutes
    - Making report of the event

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| Activities |

2014 International Seminar “Be Agent of 3R Movement”

2013 Delegate of Jakarta Model United Nation

*Committee of World Health Organization representing Greece*

2012 Studium Generale U.S. Embassy

*Topic: "English and Its Role to Re-Shape ASEAN's Identity"*

2012 Seminar with British Council

*Topic: Interactive Grammar*

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| Language Mastery |

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| Language | Reading | Writing | Listening | Speaking |
| Indonesian | Native | Native | Native | Native |
| English | Fluent | Fluent | Fluent | Limited working fluency |