**CURRICULUM VITAE**

 **Personal Details**

Name : Pikra Nurpayudha
Place/Date of Birth : Jakarta, 10 Mei 1992
Sex : Male
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 **Educational Background**

* 2010 – Now : English Literature at State University of Jakarta (On Going)
* 2007 – 2010 : SMA Negeri 4 Bekasi
* 2004 – 2007 : SMP Negeri 3 Bekasi

**Qualifications**

* Have knowledge in computer operating such as MS.Word, MS. Excel, MS. PowerPoint and Internet,
* Be able to speak and write English,
* Have a good communication in Public Speaking,
* Problem solving skill,
* Entry data ability,
* Advertising and promotion skill,
* Team Management and Time management,
* Have a good negotiation in case finding difficult problems,
* Be able to work in under pressure and ready for work.

 **Hobbies and interest**

* Basketball; Playing music instrument such Piano, Guitar, etc; Reading novels and books; Traveling; Sewing clothes.

**Job Experiences**

* Customer Service staff, in Plaza Indonesia Realty Tbk (March 2012 – May 2013)

 **Responsibilities**:

* + - As front liner in Customer Service officer,
		- Have knowledge about firm’s products,
		- Build a good communication with customers such in manner and attitude,
		- Confidence and mentality when answering the customers question about firm’s products,
* Consultant Marketing and Assistant Coordinator tour guide in PT. First Anugrah Karya Wisata (December 2013 – July 2014)

 **Responsibilities:**

* Helping Customers who want traveling with First Travel.
* Have knowledge about packages of travel.
	+ - Build a good communication with customers such in manner and attitude,
* Guiding Customers from registration, departure and arrival.
* Introduce Customers about places name and its function.
* Be able to speak English and Arabian (when its needed)
* Customer Service staff, in Grand Indonesia Shopping Town (Nov 2014 – Now)

**Responsibilities:**

* + - Be able to operate computer system (especially ms.word and ms.Excel)
		- Helping customer to fulfill their needs ( Tenants location, phone number, reservation, events, loyalty programs, etc). –
		- Selling our products and describing clearly with friendly approach.
		- Persuading customer about loyalty programs and explain about terms and condition clearly.
		- Handling customer's complains with friendly problem solving in order to give convenience to them.
		- Report customer inquiries, arranging others documents and inputing data.
		- Preparing customer service schedule every month.
		- Make reports about inquiries.
		- Guiding and explaining foreign customers about company's facilities and also about familiar places in jakarta in order to introduce our culture to them.
		- Building a good relationship with tenant and helping tenant if there is a problem occurs to them (Black out, exhaust problem, etc).