# Chalsie Janny

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## SUMMARY

Highly organized and detail-oriented Administrative Assistant with over three years of experience in office administration, document preparation, and customer communication across both virtual and on-site environments. Proficient in Microsoft Office Suite, data entry, and inventory management, with a proven ability to streamline processes and improve office efficiency.

## WORK EXPERIENCE

**Sinar Company**| *Virtual Assistant* *Jakarta, Indonesia* | 04.2022 – 04.2024

- Developed and maintained FAQs, reducing repetitive customer inquiries by approximately 20%
- Streamlined the author onboarding process through a robust Notion portal, decreasing onboarding time by 10%
- Resolved weekly customer complaints related to book quality and payment issues, maintaining a 95% customer satisfaction rate on e-commerce platforms

**Mining & Energy** | *General Affair Admin* *Muara Teweh, Indonesia* |01.2019 – 05.2020

- Scheduled and coordinated over 10 meetings per month, managing logistical arrangements for roster-off employees
- Processed and managed 30+ purchase orders per month, ensuring the timely procurement of office and business supplies
- Greeted and assisted site visitors, providing professional front-office support
- Developed and implemented Standard Operating Procedures (SOPs) to enhance procurement efficiency, reducing processing time by 15%
- Prepared and monitored forecast budget reports, contributing to a 5% reduction in departmental spending

## EDUCATION

**SMA Negeri 1** | *High School Diploma* Jakarta*, Indonesia* | 07.2010 – 07.2012

## SKILLS

| **Administrative Support** | **Business Support** | **Customer Service & Communication** |
|---|---|---|
| Report & Document Preparation | Standard Operating Procedures (SOP) Development | Professional Email & Phone Communication |
| Procurement & Inventory Management | Workflow & Process Streamlining | Call Handling & Visitor Assistance |
| Data Entry (40+ WPM) | Budget Planning & Expense Tracking | Customer Inquiry & Complaint Resolution |
| Microsoft Office Suite (Word, Excel, PowerPoint) | Interdepartmental Coordination | |