

# Chalsie Janny

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## SUMMARY

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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.

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## WORK EXPERIENCE

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**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

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## EDUCATION

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**SMA Negeri 1** | *High School Diploma*

*Jakarta, Indonesia* | 07.2010 – 07.2012

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## SKILLS

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### Administrative Support

Report & Document Preparation  
Procurement & Inventory Management  
Data Entry (40+ WPM)  
Microsoft Office Suite (Word, Excel, PowerPoint)

### Business Support

Standard Operating Procedures (SOP) Development  
Workflow & Process Streamlining  
Budget Planning & Expense Tracking  
Interdepartmental Coordination

### Customer Service & Communication

Professional Email & Phone Communication  
Call Handling & Visitor Assistance  
Customer Inquiry & Complaint Resolution