

Fitria Cahyani

Online Shop Admin

Semarang | +62883-9089-2389 | fitriacahyani@gmail.com | linkedin.com/in/fitriacahyani

ABOUT ME

Bachelor of Management graduate from Universitas Pembangunan Nasional Veteran Yogyakarta with competency in critical analysis, audit, and mastery of office applications. Has professional experience in administrative management, including archiving management, documentation, and report preparation. Committed to developing a career in administration by implementing the skills acquired during formal education.

WORK EXPERIENCE

PT Maju Jaya Abadi – Medan
Administrative staff

November 2023 – March 2024

- Coordinate with the packing, expedition, and customer service teams to ensure smooth online store operations, including scheduling deliveries and handling customer complaints.
- Manage communication with customers through various digital platforms (WhatsApp Business, email, chat marketplace) and ensure fast and professional responses.
- Regularly update product databases, inventory stock, and transaction records with a high level of accuracy to support smooth online store operations.
- Assist in creating promotional content and scheduling social media posts to increase customer engagement.
- Create sales performance analysis reports, including monitoring online store traffic, sales conversions, and evaluating promotion effectiveness.

EDUCATION

Universitas Pembangunan Nasional Veteran Yogyakarta
S1 Management – GPA 4.00

(2018–2022)

SKILLS

Microsoft Office Suite, Bookkeeping, Customer Service, Communication, Details, Problem Solving Problems, Collaboration, Time Management, Google workspace, Critical Thinking.

LANGUAGE

Indonesian (mother tongue)
English (advance)