
Fresh Graduate | Customer Service & Administration Enthusiast | Billing & Payment Collection

I am a 24-year-old fresh graduate with a Bachelor's degree in Agribusiness, passionate and equipped with internship experiences in various fields, including customer service, administration, billing, and digital marketing. I also have leadership experience as the President of the Student Executive Board, which has enhanced my management and collaboration skills. I am interested in a career in administration and motivated to further develop my professional skills. With the ability to work effectively both in teams and individually, as well as adapt quickly to various situations, I aim to contribute at an entry-level position in the industry, particularly at PT. Telkom Indonesia.

INTERNSHIP EXPERIENCE

Customer Service Intern

Oct 2023 – Feb 2024

Bureau of Public Relations and Admissions - UMP Purwokerto

- Input transaction data for registration and payments into the BPA system (<https://daftar.ump.ac.id/>) achieving 98% accuracy in data entry
- Submit payment transaction results to the Finance department for proper documentation, coordinating over 100 payment transactions each month.
- Administer customer and prospective customer data, ensuring all information is well-organized and accurately documented

Billing & Payment Collections Intern

Oct 2022 - Jan 2023

Telkom Indonesia - Purwokerto

- Manage customer e-payment data to ensure smooth billing processes
- Achieve a billing resolution rate of 87% for overdue payments within three months
- Evaluate overdue bills and categorize them according to customer management concepts
- Archive customer invoices, particularly for the BGES (Business, Government, and Enterprise) segment
- Evaluate unpaid bills from customers
- Input and archive Reminding Letters

Administrative Intern

Sep 2021 - Mar 2022

Student Affairs and Alumni Bureau – UMP Purwokerto

- Managed correspondence and compiled data when needed
- Received and archived student data

Brand Ambassador Intern

Mar 2021 - Aug 2021

Halolearn Startup - Jakarta

- Designed digital marketing campaigns to increase brand awareness
- Increased sales by 50-55% through creative promotional strategies

Youth Engagement Intern - MUB Project

Sep 2019 - Nov 2019

PT. Tokopedia tbk - Purwokerto

- Evaluated outstanding invoices, achieving a resolution rate of 80-87%
- Managed Tokopedia Corner sales targets, achieving a closing rate of 80-94% within one month
- Compiled sales, revenue, and expenditure reports for Tokopedia Management Team
- Ensured smooth product distribution to customers

EDUCATION

Universitas Muhammadiyah Purwokerto

August 2024

- Bachelor of Agribisnis, 3.53/4.00
- Thesis: Presented the final report of a research project on "Marketing Strategy for Organic Ant Sugar at KUB Sumber Rejeki"

ORGANIZATIONAL EXPERIENCE

Student Executive Council

Mar 2020 - Jul 2021

Advocacy and Sociopolitical Chairperson

- Led various student programs and events, enhancing collaboration among members to achieve organizational goals
- Supervised the implementation of GBHK (General Work Guidelines) and other MPM regulations by the university-level Executive Body
- Provided strategic input to the BEM-KM (Student Executive Body) at the university level, both proactively and upon request, to support more effective decision making

ADDITIONAL

Soft Skills: Leadership, Problem Solving, Adaptability, Communication, Time Management, Public Speaking

Hard Skills: Data Entry, E-Payment Systems, SPSS, Microsoft Office (Excel, Word), Canva

Tools: StartClickNCX,

Languages: Fluent in Indonesia ; Intermediate in English

Height/Weight: 163 cm / 47 kg