

IQBAL MEINIZAR ADJAM

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PERSONAL INFO

D.O.B : 13 May 1991
Sex : Male
Religion : Moslem
Nationality : Indonesian
Status : Single

EDUCATION

BACHELOR OF FISHERIES

2009 - 2015

Padjadjaran University,
Bandung

CORE SKILL

Customer Service
Marketing
Customer Insight
Social Media Measurement using Social Studio
Customer relationship management and
engagement using Salesforce and Intercom

PROFESSIONAL PROFILE

Able to lead a team, work in a team,
or independently
Quick learner and always love to learn
Have a can do attitude
Able to work well under pressure

LANGUAGE PROFICIENCY

Bahasa Indonesia
English

EXPERIENCE

PT. BANK BTPN

Capability Development Specialist (Assistant Manager) | July 2022 - present

- Supervised 8 contact center trainers
- Project coordinator from Customer Experience Center for AI based chatbot development
- Manage the e-learning system for contact center agents
- Develop and improve training method for contact center agents
- Organize operations directorate internal events
- Liase with contact center, service quality and customer care department to ensure the agent's quality

PT. INCRIN INDONESIA KURIR (BORZO DELIVERY)

Leader of Contact Center | November 2021 - July 2022

- Supervise the Contact Center Team that consists of 30 agents and Quality Assurance team that consists of 3 person
- Ensure that all the company's and government's policies are followed
- Oversee the performance of the Contact Center team to achieve the goals and ensure all agents are achieving the desired service levels
- Prepare and present report weekly
- Create and evaluate SOP
- Hire and train new agents
- Liaise with another department related to customer complaint resolution and customer inquiries
- Prepare weekly shifting schedule for the team

RASPATI EVENT & WEDDING ORGANIZER

Freelance Event Crew | May 2020 - October 2021

- Liaising with clients to ascertain their precise event requirements
- Coordinating suppliers, handling client queries and troubleshooting on the day of the event to ensure that all runs smoothly
- Producing detailed proposals for events (e.g. timelines, venues, suppliers, legal obligations, staffing, and budgets)
- Coordinating venue management, caterers, stand designers, contractors, and equipment hire
- Planning room layouts and the entertainment program, scheduling workshops and demonstrations
- Coordinating staffing requirements and staff briefings

RIFF DIGITAL

Engagement Center Team Leader for Arla Foods Project (Singapore, Philippines and Indonesia) | September 2019 - May 2020

- Supervise the Engagement Center Team, also ensure that all the company's and government's policies are followed
- Monitor the performance of the Engagement Center Team to achieve the goals and ensure all agents are achieving the desired service levels
- Prepare client's social media measurement and data analysis report
- Prepare a weekly and monthly operational report
- Present the reports to the client
- Create and evaluate SOP
- Liaise with the client related to customer complaint resolution and customer inquiries
- Prepare weekly shifting schedule for the team
- Prepare the team members payroll and attendance report

EXPERIENCE

- Provide customer service in a contact center environment with a customer-first mentality
- Communicate via digital service channels such as social media and email
- Communicate via telephone
- Understand customer needs and offer relevant solutions
- Take ownership of issues and provide timely resolutions
- Achieve individual performance expectations and development

KEB HANA BANK

Senior Personal Banker | December 2016 - March 2019

- Maintain good relationship with customers and monitoring their satisfaction in every aspect
- Deal and assist high net worth individual retail customers and advise them on various banking and financial products and services offered by the bank
- Prepare weekly and monthly performance report
- Assist Branch Manager on a daily basis
- Assist Branch Manager on weekly and monthly branch performance report
- Plan and execute events (customer gathering, seminars, open booth)

Personal Banker (Sales Academy Management Trainee) | June 2016 - November 2016

- Focus on the acquisition of new customer
- Deal with individual retail customers and advise them on various banking and financial products and services offered by the bank
- Maintain good relationship with customers and monitoring their satisfaction in every aspect
- Attending seminars and training

MARIBAYA NATURAL HOT SPRING RESORT

General Cashier | June 2015 - March 2016

- Act as a Finance Department Supervisor
- Responsible for company cash flow
- Supervising >10 cashiers
- Collect and check daily cash transactions from all cashiers
- Conduct payment to vendor based on invoice and purchase order

Logistic Administrator | May 2015 - June 2015

- Perform administrative duties (including documents distribution/collection/filling)
- Update and compile logistics-related monthly reports
- Maintain and update stock inventory records and location of goods
- Other related logistics duties as assigned.

RASPATI EVENT & WEDDING ORGANIZER

Freelance Assistant Event Manager | 2014

- Researching markets to identify opportunities for events
- Liaising with clients to ascertain their precise event requirements
- Coordinating suppliers, handling client queries and troubleshooting on the day of the event to ensure that all runs smoothly
- Producing detailed proposals for events (e.g. timelines, venues, suppliers, legal obligations, staffing and budgets)
- Securing and booking a suitable venue or location
- Coordinating venue management, caterers, stand designers, contractors and equipment hire
- Planning room layouts and the entertainment program, scheduling workshops and demonstrations
- Coordinating staffing requirements and staff briefings
- Liaising with marketing and PR colleagues to promote the event