



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 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 (Native)
English (Proficient)

CERTIFICATION

Risk Management Certification (Level 2)

IQBAL MEINIZAR ADJAM

Mobile phone :
+6281221778862

Address :
Tamansari Sudirman
Jl Bek Murad no.42, Jakarta Selatan

email:
iqbal.meinizar@gmail.com

EXPERIENCE

PT. BANK BTPN

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

- Supervising 7 contact center trainers
- Project coordinator for AI based chatbot development
- Managing the e-learning system for contact center agents
- Developing and improve training method for contact center agents
- Organized operations directorate internal events
- Liaising 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

- Supervised the Contact Center Team that consists of 30 agents and Quality Assurance team that consists of 3 persons
- Ensured that all the company's and government's policies are followed
- Oversaw the performance of the Contact Center team to achieve the goals and ensure all agents are achieving the desired service levels
- Prepared and present report weekly
- Created and evaluated SOP
- Hired and trained new agents
- Liaised with another department related to customer complaint resolution and customer inquiries
- Prepared weekly shifting schedule for the team

RASPATI EVENT & WEDDING ORGANIZER

Freelance Event Crew |May 2020 - October 2021

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

RIFF DIGITAL

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

- Supervised 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
- Prepared client's social media measurement and data analysis report
- Prepared a weekly and monthly operational report
- Presented the reports to the client
- Created and evaluated SOP
- Liaised with the client related to customer complaint resolution and customer inquiries
- Prepared weekly shifting schedule for the team
- Prepared the team members payroll and attendance report

EXPERIENCE

- Provided customer service in a contact center environment with a customer-first mentality
- Communicated via digital service channels such as social media and email
- Communicated via telephone
- Analyzed customer needs and offer relevant solutions
- Took ownership of issues and provide timely resolutions
- Achieved individual performance expectations and development

KEB HANA BANK

Senior Personal Banker | December 2016 - March 2019

- Maintained good relationship with customers and monitoring their satisfaction in every aspect
- Dealt and assisted high net worth individual retail customers and advise them on various banking and financial products and services offered by the bank
- Prepared weekly and monthly performance report
- Assisted Branch Manager on a daily basis
- Assisted Branch Manager on weekly and monthly branch performance report
- Planned and executed events (customer gathering, seminars, open booth)

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

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

MARIBAYA NATURAL HOT SPRING RESORT

General Cashier | June 2015 - March 2016

- Acted as a Finance Department Supervisor
- Responsible for company cash flow
- Supervised >10 cashiers
- Collected and checked daily cash transactions from all cashiers
- Conducted payment to vendor based on invoice and purchase order

Logistic Administrator | May 2015 - June 2015

- Performed administrative duties (including documents distribution/collection/filing)
- Updated and compiled logistics-related monthly reports
- Maintained and updated stock inventory records and location of goods
- Other related logistics duties as assigned.

RASPATI EVENT & WEDDING ORGANIZER

Freelance Assistant Event Manager | 2014

- Conducted market research to identify opportunities for events
- Liaised with clients to ascertain their precise event requirements
- Coordinated with suppliers, handled client queries and troubleshooting on the day of the event to ensure that all runs smoothly
- Produced detailed proposals for events (e.g. timelines, venues, suppliers, legal obligations, staffing and budgets)
- Secured and booking a suitable venue or location
- Coordinated with venue management, caterers, stand designers, contractors and equipment hire
- Planned room layouts and the entertainment program, scheduling workshops and demonstrations
- Led staffing requirements and staff briefings
- Liaised with marketing and PR colleagues to promote the event