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Customer Experience Center at PT. Bank BTPN, Tbk, a member Of SMBC Group, as a Capability Development Specialist, with more than 4 years of experience in Directorate Operations assisting with fulfilling operation needs as needed qualification. A proven track record of using my excellent personal, communication, creativity, and leadership skills to fulfill company goals in serving consumers by prioritizing customer centricity and Omotenasi culture. Fast adaptation, excellent communication skills, good analytical thinking, focused on process and result, creative, critical thinking, and have a good leadership soul.

Experience

October 2021 – Present

Capability Development Specialist/PT. Bank BTPN, Tbk

Contribute to the company as a Capability Development Specialist, by Creating a curriculum training appropriate to operational needs, and collaborating with business teams between each department and division to improve services, especially for front liners and call center agents. Ensure front liners' capability in serving customers of the Bank, Team leaders in monitoring their team members, and make sure the trainers are qualified in service work. Do coaching sessions for all of the team members by deep discussion, creating a training plan strategy, and employee engagement.

On the other hand, as a specialist, also active in monitoring old employees such as giving refreshing products, and soft skills, holding events, and socializing according to company needs. The main purpose of this is to keep employees excellent at work and always provide and prioritize the best service for customers, where the target results that.

November 2020 – October 2021

Team Leader/ PT. Bank BTPN, Tbk

Being a team leader in Customer service of Bank BTPN with the responsibility to carry out a place for 100% escalation of frontline employees when handling customers, guiding team members, motivating them to work, coaching time, monitoring and analyzing employees' ability to handle customer cases and complaints and also exploring in the floor. Calibrate with the Quality Assurance and Service Capability Development teams in solving finding problems and focusing on solutions. Other duties and responsibilities are to carry out Service Level Operations and First Contact Resolution reports with a Service Level target that must be achieved every day, which is 98%.

January 2019 – Oktober 2020

Customer Service Officer / PT. Bank BTPN, Tbk

Work as a banker with the position of customer service officer with 3 levels that must be passed,

1. *Customer Service Officer Junior (Basic Skill)*

In charge of handling employee accounts, payroll, and mass-market customers such as students, lower-middle-class traders, and remote communities, while their duties and responsibilities are to help provide product information, transaction complaints, update customer data, to close accounts.

2. Customer Service Officer (Banking Skill)

Tasked with helping to provide general product information, handle transaction complaints, and escalate to the relevant team for high-risk cases. Some of its target customers are business customers, retired customers, micro and macro loans, and foreign exchange services.

3. Senior Service Officer (Mature & Multiskill)

Tasked with helping to provide product information handle complaints and carry out special requests both in Indonesian and English. The target customers are Priorities customers, foreign customers, and millennial customers who use Smart Digital Banking and the focus is on cross-selling, campaigning, and loyalty.

Skills

- Leadership program • Proficient with Workday • Team player • Excellent time management skills
- Conflict Management • Public Speaking • Data analytics • Teaching • Creativity Coaching & Mentoring Strategic Leadership

Education

September 2021 to December 2022

[Bachelor of English Literature](#) /Sekolah Tinggi Ilmu Bahasa Asing IEC, East Jakarta, DKI Jakarta

August 2014 to October 2017

[Diploma III of English Department](#)/Politeknik Mandiri Bina Prestasi, Medan, North Sumatera

Appreciation

[Awarding BTPN CEC Year End December - 2019](#)

- Best Customer Service Officer Category Large – Gold Medal appreciated by BTPN Operational Directorate

[Awarding The Best Contact Center Indonesia - November 2020](#)

- Best Team Leader Customer Service Officer Category Medium – Silver Medal appreciated by Indonesia Contact Center Association (ICCA)

[Awarding BTPN Festival Learning for Digital Banking Pioneer - November 2021](#)

- Trainer of the Year individual category – Silver Medal Appreciate by Otoritas Jasa Keuangan (OJK)

[Employee Engagement & Fraud Awareness Campaign -June 2023](#)

- Best Service up & engagement team – Gold Medal Appreciate by BTPN Corporate Banking Communication & Fraud Awareness Directorate