



PROFILE

Berpengalaman selama lebih dari 13 tahun di bidang **marketing** terutama mengenai hubungan pelanggan dari mencari sampai dengan mempertahankan pelanggan (contact centre, penanganan komplain konsumen ,prospect konsumen).**Pengembangan karyawan** dari sisi pengembangan kompetensi dan menyiapkan pengembangan karyawan sampai dengan pimpinan cabang dalam **leadership, coaching dan conseling, learning management** dan pengembangan instruktur serta **sistem pengembangan metode pembelajaran service management** (fokus **customer service, complaint handling**). Menjalankan penelitian konsumen dan market baik secara **survey kuantitatif dan kualitatif**

CONTACT

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VITA MAYA KUSUMAWATI

CUSTOMER SERVICE MANAGEMENT & PEOPLE DEVELOPMENT

EDUCATION

INSTITUT TEKNOLOGI DAN BISNIS ASIA

2022 MAGISTER MANAJEMEN

MERCUBUANA

2008-2010-S1 TEKNIK ELEKTRO TELEKOMUNIKASI

INSTITUT TEKNOLOGI SEPULUH NOVENBER

2000-2003 -D3 TEKNIK ELEKTRO TELEKOMUNIKASI

PRASETYA MULYA

2019 CERTIFIED BUSINESS HUMAN RESOURCES MANAGEMENT

2018 CERTIFIED BUSINESS MARKETING MANAGEMENT

MWS INTERNATIONAL -TRAINER LICENSED

COACHING INDONESIA-COACH LICENSED

WORK EXPERIENCE

ASTRA HONDA

2019-2023 DEPARTEMENT HEAD OF CUSTOMER SERVICE & PEOPLE DEV

2020-2020 DEPARTEMENT HEAD OF CUSTOMER ASSISTANCE

2017-2018 CUSTOMER SERVICE COORDINATOR

2015-2016 MARKET SURVEY ANALYST

2010-2014 ASSISTANCE CENTRE SUPERVISOR

2007-2009 CONTACT CENTRE

PANASONIC

2003-2005 TEAM LEADER PRODUCTION

2006-2006 QUALITY CONTROL HEAD

SKILLS

MARKETING-MARKET RESEARCH-CUSTOMER SERVICE MANAGEMENT-
TRAINING MANAGEMENT-LEADERSHIP-SOCIAL MEDIA ENGAGEMENT-
CONTACT CENTRE-COMMUNICATION SKILL-PUBLIC SPEAKING

AWARD

Gold – ICCA Award (Best Team Leader)

Platinum – ICCA Award (Best Manager)