

WILLY FIRMANSYAH

February 11th 1997 • +62821-1439-0172 • BEKASI, 17111 • willy.firmaansyah@gmail.com



Punctual, smart, and energetic. Mature and responsible to any task or situation. Excellent in working with others to achieve a certain objective on time and with excellence. Experienced as customer service (able to keep good relations and serve all kinds of customer needs), Experienced in public speaking such as Master of Ceremony, Moderator, and Presenter.

EDUCATION

ENGLISH LANGUAGE EDUCATION STUDY PROGRAM UNIVESITAS NEGERI JAKARTA 2015-2020

- Overall GPA: 3.25/4.00
- Relevant courses:
English for Business Communication – English for Social Communication – English for Interpersonal Communication – Cross Cultural Understanding – English for Journalism – Media Discourse

PROFESSIONAL SKILLS

- Customer Service
- Interpersonal, public, and business communication
- Public and community relations
- People and project management
- Protocol and hospitality management
- Event planning and organizing
- Public speaking (MC, moderator)
- Analytical thinking
- Able to operate Ms. Office

INTERNSHIP AND WORK EXPERIENCE(S)

Call Center Agent – PT Valdo International

January 2022 – Present

- Taking customer calls and providing accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Informing the customers about the company's products, services and policies
- Providing support and increasing sales to customers.

English Teacher – SMK KARYA GUNA BHAKTI 2 KOTA BEKASI

July 2021 – November 2021

- Planning and preparing lesson plans that meet core objectives and principles and are in line with the curriculum goals
- Preparing instructional aids and supplemental teaching materials and resources consistent with learning objectives and student needs
- Selecting appropriate books, instructional aids and school supplies as needed
- Delivering lessons using a variety of differentiated instructional techniques that are appropriate to the academic level and meet the diverse needs of students
- Maximizing the appropriate use of technology in the classroom as an instructional tool
- Teaching grammar and syntax, vocabulary and word usage and other principles of the English language
- Creating a safe and flexible classroom environment conducive to optimal student learning
- Helping students to work independently and collaboratively in groups

Customer Service – PT Windu Jaya Utama

November 2020 – July 2021

- Mastering All Information about the Company and Products
- Dealing with guests or customers. Serving Customers by Phone, Online Chat and Face to Face
- Explaining various information about the company and various questions from customers
- Maintaining Good Relationship with Customers

Public Relations and Front Desk Staff (Internship) – Public Relations and Community Affairs Universitas Negeri Jakarta

November 2018 - December 2019

- Responsible to give public services to all visitors and presenting Universitas Negeri Jakarta in many events such as education expo, campus goes to school, and many more.
- Developing and maintaining good collaboration with more than 20 domestic and foreign universities through various forms of cooperation, such as campus expos, education fairs, and campus visits.
- Creating a 30-day full learning and development program for selected candidates to develop skills related to the vision, mission, and cultural values of the state university of Jakarta.

Student Ambassador – Universitas Negeri Jakarta

November 2018 – November 2019

- Managing and optimizing social media platforms
- Being responsible for hospitality and protocol management, and assisting VVIP guests
- Serving as a master of ceremony or assisting various important university events such as MOU signing ceremony, international conference and graduation.

English Tutor – LP3I Course Center

December 2016 – November 2019

- Teaching English to Indonesian speaking students
- Creating all course materials, including quizzes and reading samples
- Improving students' grammar, listening, writing, and speaking skills

ACHIEVEMENTS

Delegation of Universitas Negeri Jakarta Student for Summer Program in Asia University Taiwan

2019

Crowned and honored as Duta Universitas Negeri Jakarta

2018

VOLUNTARY ACTIVITIES

Volunteer of POMNAS (Pekan Olahraga Mahasiswa Nasional) 2019 – VVIP Liaison Officer

September 2019 – October 2019

- Supervised all VVIP guests and contingent leaders from various sports groups.
- Chosen to be the mascot for the delegation of the DKI Jakarta athlete team.

Co-Moderator of British Council in Corporation of TEFLIN and UNJ event

May 2019

- Guiding the presentation and discussion between the presenter and the audience