





# ANANDA TASYA

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Ananda Tasya 

## OBJECTIVE

A young talent full of enthusiasm, assertive, energetic and willing to work in a fast and tight rhythm of time. I have interest in Public Speaking and concern about the customer service or all types of role where I can apply my knowledge and skills for professional growth. I am able to work towards actionable feedbacks, self-manage, prioritize, manage time efficiently and meet deadline. I am sure that I am a resourceful, meticulous and organized person.

## EDUCATION

### **Bachelor of Political Science | Universitas Al Azhar Indonesia**

2016 – 2020

- Graduated with GPA 3.46 and TOEFL Score 463
- Study and practice focused on understanding the unique relationships that exists between various nations and cultures which could impact everything from international politics, law, and economic to security, diplomacy and governance.

## EXPERIENCE

### **Bilateral Officer Intern | Ministry of Communication and Informatics Indonesia**

SEPTEMBER – NOVEMBER 2019

- Assist and coordinate the meeting with Bilateral Staff
- Learn how technology, communication and information impact the globalization
- Make an article about Indonesia and a powerpoint for the meeting
- Managing and distributing information within an office. This generally includes filing paper/letter management, data entry, research and data analysis

### **Part Time Barista | PT. Sari Coffee Indonesia**

DESEMBER 2020 – APRIL 2021

- Prepare barista duties and lead work teams to run store operations and make the transitions from the previous shift or to the next shift.
- Analyze and consider and make decisions to solve problems that occur either within the team or the customer.
- Building a starbucks experience which is useful for a conducive work atmosphere for the work team and customer.

### **Customer Relation Officer | PT. SiCepat Ekspres Indonesia**

SEPTEMBER 2021 – APRIL 2023

- Responsible for all of the Customer High Priority Revenue
- Approach and maintain relationship with High Value Member of SiCepat Ekspres
- Scope of Responsibility, Key Member Management also Key Member growth strategy.
- End to End complaint handling process

### **Partnership Relation Officer | PT. Sour Sally Group**

APRIL 2023 – NOW

- Approve timeline for partner opening which will be carried out by the relation officer.
- make decisions regarding partner complaints that come in either via whatsapp, email and also online and offline meetings drafting letters to be sent to partners be a link between the wishes of partners and management.
- responsible for all decisions addressed to partners establish good communication for all partners under sour sally Group; fi-ka kafi, Gulu-Gulu, Ayam Pusaka Abadi , Wowteg and Sour Sally make goods orders (PO) to third parties. establish communication with the mall to be able to work with the sour sally group for store opening.



## SKILLS

- Communication and Interpersonal Skill
- Tech Savvy
- Teamwork as well as Individually
- Continous Learning
- Growth Mindset
- Speak Bahasa and English
- Good Time Management
- Attention to Detail
- Critical and Creative Thinking
- Office Tool Proficiency
- Proficient in Microsoft Word



## ACHIEVEMENTS

- Intergated making 17 seller with Grade VIP and Premium Exclusive SiCepat Ekspres in all Marketplace
- Intergated making 13 seller with Grade VIP, Premium, Silver to winback and activate SiCepat in all Marketplace.
- Part of HARBOLNAS 12.12 as a PIC to contact every KOL
- PIC of Marketing Activity (Visual Content and Video Content)
- Selling 304 Foods and 332 Ice Cream in Starbucks Indonesia



## TRAINING AND SEMINARS

- Seminar dan Kunjungan Bank Indonesia, 2015
- International Dialogue: Cooperation and Networking on Youth Generation in ASEAN, 2017
- Table Manner Course by Grand Sahid Jaya, 2018