



Nurul Afifah

E-commerce Specialist | Sales & Marketing

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EDUCATION

Bachelor's Degree, Management Studies Universitas Dharma Andalas
GPA 3.24/ 4.00

2018 - 2023

WORK EXPERIENCE

PT ACE HARDWARE TBK

Sales Supervisor Store

Oct 2020 – Sept 2023

- Achieve monthly target of 90% of 100% set by the company.
- Guiding and Organizing coworkers to achieve sales targets set by the company.
- Supervise coworkers in carrying out their respective duties in order to be professional at work.
- Maximize the facilities provided by the company in order to get profit for the company.
- Perform customer service and cashier if the customer situation is crowded.

POLAMAS RESIDENCE SYARIAH PADANG

Customer Service

Sept 2019 – Aug 2020

- Receive and serve hotel guests who want to stay.
- Assist hotel guests from the arrival process until leaving the hotel.
- Perform data verification and input hotel guest data in the system.
- Maintain the privacy of invited guests.
- Perform customer service and solve problems if there are complaints from hotel guests.
- Maintain communication patterns with hotel guests.
- Make daily hotel guest reports for discussion with superiors.

WARUNG DANA PADANG

Admin Staff

Oct 2018 - Aug 2019

- Organize all forms of company financial administration related to borrowing funds.
- Verify prospective customer data before borrowing funds from the company.
- Make reports to superiors regarding prospective customers who will borrow funds.
- Maintain good relations with prospective and existing customers.
- Approach prospective customers so that they can trust the company.

FEDERAL INTERNASIONAL FINANCE (FIF Group)

Marketing Staff

April 2017 – June 2018

- Achieved the 95% target set by the company every month.
- Contacted prospective customers by phone to offer loans.
- Resolve complaints with customers.
- Verify prospective customer data before making loan transactions.
- Make daily reports for meetings with the management team.
- Maintain a good relationship with prospective customers so that they trust the company.

SKILLS

PERSONAL

- Fast Learner
- Adaptive
- Teamwork
- Time Management

PROFESIONAL

- Microsoft Office
- Canva
- Marketing Strategy Plan
- Public Speaking
- Spreadsheet
- Leadership
- Solving Problems
- English Language
- Social Media Specialist