

DENANDA HERMAWAN

CUSTOMER SERVICE

Phone |0896-1851-5688 **Email** |denandah7@gmail.com **Address** |Boyolali, Jawa Tengah

has a customer service, advertising & content creator with 2 years of experience in startup industry. Mastering knowledge of Business Development, Partnership, Data Entry, and Content Creator. Can form a good team for business progress, Attention to detail, creative and excellent time management. Successfully providing well-developed communication and customer skills. Proven ability to efficiently plan and manage multiple assignments to meet tight deadlines. A proactive problem-solver who gets the job done.

WORK EXPERIENCE

Customer Service

PT. CIPTA BESAR BERSAMA (ANSENA GROUP ASIA)

11/2019 - 12/2020

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Processing orders and transactions
- Handling customer complaints
- Collecting and analyzing customer feedback

Social Lab (Advertising)

PT. CIPTA BESAR BERSAMA (ANSENA GROUP ASIA)

12/2020 - 01/2022

- provide visitors / potential partners for marketing
- Contributing in the implementation of marketing strategies
- Plan advertising and promotional campaigns for products or services on a variety of media

Content Creator (part-time)

PT. CIPTA BESAR BERSAMA (ANSENA GROUP ASIA)

07/2021 - 01/2022

- Assisting the creative team with the design of promotional materials
 - Monitoring social media
 - Researching industry-related topics
 - Create various content types
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EDUCATION

Bachelor Degree – S1 Ilmu Komunikasi
Universitas Muhammadiyah Surakarta

August, 2014 – July, 2016

- (unfinished) Menyelesaikan 79 SKS, S1 Ilmu Komunikasi
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PROFESSIONAL SKILL

- Market Research
- Negotiation
- Leadership
- Organizational
- Detail Oriented
- Photography & Videography
- Teamwork
- Verbal & Written Communication