


# HUDA AR RAZAQ

S R B U S I N E S S A S S O C I A T E



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 hudaarazaq

## PROFILE

A person who has passion to learn, especially for new things. experienced for approximately 4 years in the digital industry, especially in business operations. Huda is qualified in the communication strategy, analyze and solve problems, negotiate and motivate.

## SKILLS

- Customer Services
- Customer Research
- Google Office Suites
- Microsoft Office suites
- Problem-Solving
- Strong Communication
- Project Management Tools

## EXPERIENCES

### BUSINESS OPERATION

Ruangles Departement  
2018 - 2019

Job Master : **Senior Tutor Associate**

Responsibilities:

- Managing Private Tutor Databases and Group
- Sending Teaching Offers for Tutor
- Coordinating with Customer Associate about Order Detail that came from Customer
- Preparing and Executing Tutor Contract
- Preparing and Distributing Teaching Files for Tutor
- Supervising and Evaluating Performance of Tutor Associate Freelancer
- Collaborating with Team Lead and Other Senior Associate to Provide Training and Role Play for Junior Officer and Freelancer
- Collaborating with Other Senior Associate to Manage Some Project that Signed by Team Lead

Job Master : **Senior Customer Associate**

Responsibilities :

- Proccesing an order demand from the customer.
- Solving a problem from the customer.
- Offer a tutor/teacher to the customer.
- Help the customers for finding a teacher as request.
- Processing payment

## EDUCATION

### BACHELOR OF EDUCATION

In major of Special Education  
Yogyakarta State University  
2013-2020

# EXPERIENCES

## **SENIOR BUSINESS OPERATION**

Ruangguru Privat Departement

2019 - present

### Job Master : **Tutor Arrangement**

Responsibilities :

- Fullfill the teacher's needs for each product from Ruangguru.
- Processing data from the main dashboard to spreadsheet.

Collaborate with team to process data.

### Job Master : **Tutor Simulator**

Responsibilities :

- Confirm to the teacher regarding the teaching schedule.
- Provide questionnaire for teaching simulation.
- Rate teacher performance.
- Procces and input the data related to teaching simulation.

### Job Master : **Customer Success Officer**

Responsibilities :

- Sourcing data of Ruangguru Users (Esp. Ruangbelajar)
- Contacting and maintenance good communication with users
- Approach users for actively using Ruangguru Apps
- Following up to build deep communication with all users every couple of day in a week
- Collaboration with other K12 Product Team to do some project ex. usability and concept testing, users interface experiences

### Job Master : **After Sales Associate** and **Customer Experiences**

Responsibilities :

- Maintain a good relationship with the user by following up regularly related to the use of the product
- Handle complaints solve user problems related to the product
- Provide information and offers regarding products
- Controlling and checking learning progress report and send to user
- Make regular reports related to Department operation process (data entry)
- Handle surveys and research related to the use of products
- Provide survey and research results in certain forms