



Personal Profile

CONTACT

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Bali 78122, Indonesia

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CORE QUALIFICATION

Computer Skill :

- Microsoft Office
- Microsoft Word
- Microsoft Excel

Personal Skills:

- Organized
- Marketing
- Financial accounting
- Account Management
- Ability to work under pressure
- Customer service
- Ability work in a team
- Good communication
- Hard working
- Quick learner
- Loyalty and dedication
- Customer follow-up
- Insurance risk analysis

LANGUAGES

- English
- Indonesia Fluent (Native Language)

In high school, I majored in Financial Accounting. I am interested in studying accounting therefore I like math lessons at that time. Then I continued my studies at a university for four years, majoring in accounting in an economic faculty. I have work experience in the field of accounting as an employee that is in charge of managing financial data from transaction journals to prepare financial reports and I'm also creating tax accounting reports for corporate tax reports. In this field, I expected to expand my professional background to the bigger business to achieve a more successful career in your company and bring the company grow up and develop together in accordance with the company's plans.

EXPERIENCES

Food Service Worker

A&W Restaurants - Fast Food Restaurant Chain - Jakarta, Indonesia

07/2021 - I currently work here

In this restaurant, as a service worker I mainly responsibilities for ;

- Assisted kitchen staff in preparing ingredients for service before opening, including portioning, washing and peeling.
- LAssisted in takeaway close down duties, including cleaning floors, counting cash and storing ingredients in correct units.
- Followed sanitation and food hygiene guidelines at all times when preparing and handling food.
- Cleaned preparation tables regularly, especially after handling raw meats, keeping in line with food hygiene regulations.
- Cooked and fried various items in the kitchen, including fish, sausage, fish cakes, chips and chicken.
- Used a wide range of chip shop equipment and tools, including fryers, heaters and ovens.
- Maintained excellent customer loyalty by tailoring service according to needs, as well as remembering names and personal preferences.
- Provided table servicing within chip shop restaurants by taking orders, running food and processing payments.
- Assisted pot washers in cleaning dishes and kitchen equipment during busy takeaway periods.
- Assisted in preparing restaurant meals and takeaways, completing to high standards within allocated time frames.
- Maintained extensive knowledge of chip shop menu to provide information regarding ingredients, pricing and taste to customers.
- Created all food orders to high-quality standards, with accurate portion sizes and within timeframe targets.
- Assisted in chip shop preparation tasks, including cutting potatoes, fileting fish and frying food, ready for restaurant opening.
- Followed portioning guidelines when cutting fish and distributing chips, keeping waste minimal and menu costs accurate.

Insurance Agent

Insurance, Prudential Life, Pontianak - Pontianak, West Borneo

08/2016 - 05/2019

- Teochew (Mother Tongue) Proficient
- Mandarin
- Malay

LANGUAGES LEVEL

English: B2

Upper intermediate

HOBBIES AND INTERESTS

- Travelling
- Cooking
- Teaching
- Baking
- Gardening
- Skating
- Fishing
- Fitness
- Jogging
- Watching Movie
- Chatting
- Reading

HOBBY *to an employer*

I really sympathize with a leader who is neat and authoritative and has full attention to employees.

While I worked as an agent, I have to manage time properly to client including responsibilities for ;

- Increased client retention through loyalty rewards and incentivisation programmes.
- Responded quickly to client requests with excellent systems knowledge.
- Liaised with customers and answered queries through email, webchat and phone.
- Managed client insurance onboarding by enrolling customers onto plans and sending contracts as needed.
- Processed client paperwork to calculate premiums and enroll in insurance plans.
- Analyzed customer needs and provided the best options, upselling products and services.
- Increased data collection accuracy by recording client account information with zero discrepancies.
- Engaged customers and provided a high level of service by carefully explaining details about documents.
- Skilfully and patiently explained coverage options to potential policyholders, answering any questions or concerns.
- Continually improved office operations by maintaining records, tracking data and promoting internal communications.
- Diligently filed and followed up on third party claims.
- Drove insurance sales through partnerships with financial advisors, manager's agency and development of new clientele.

Account Manager

Papindo Trading Company Limited - Lae, Papua New Guinea
12/2005 - 02/2016

As a manager accountant who was entrusted by the company in carrying out my task, I was assisted by 10 account clerks to carry out accounting tasks including responsibilities for ;

- Checking all recapitulation of purchase invoices that send by department of warehouse and transaction journals recorded by account clerks
- Prepare payment to suppliers for billing invoices that will be due and pick up the phone for each supplier who will collect payment and make an appointment when the payment process will be carried out
- Create a payment schedule report to financial controller who's planning to released the payment
- Create wages payroll report weekly for staff employees especially for shop workers and count tax amount each payslip, then create in to a tax report
- Print reports on all general ledgers to check more thoroughly before proceeding to the profit and loss report and balance sheet
- The company was using a pronto software program to carry out its business activities.

EDUCATION

1998

Bachelor of Business Administration Accounting
University of Panca Bhakti - Pontianak, Indonesia