

UCHIE MAIRANI

uchiemairani0812@gmail.com +6282286320412 South Tangerang, Banten



As a recent International Relations student, I am a communicative individual with a strong sense of solidarity. My experience in various organizations during college has refined my communication skills and ability to collaborate with people from diverse backgrounds. I excel at solving complex problems through teamwork and understanding different perspectives. Responsibility and integrity guide all my decisions and actions. I believe that effective communication and commitment to teamwork are essential to achieving success in any task.

WORK EXPERIENCE

Customer Care Internship, PT Adira Dinamika Multi Finance Tbk

Period: 17 April 2024 - 13 September 2024

- Conducting calls to 100 consumers each day, with data drawn from five different branches (20 consumers per branch). Of the total 100 daily calls, a minimum of 50% of the consumers should respond with "agree" as an indicator of satisfaction. Overall, there are 161 branches that must be contacted within a period of 3 months.
- Handling case types that involve categorizing customer complaints based on the subject of the complaint. Each day, 30 customer complaints must be addressed, which are received through the ACI and CC systems. These complaints are then filtered and grouped into 12 existing subcategories, with a total of 155 identified case types. This approach enables a deeper analysis of customer complaints, allowing for the implementation of appropriate measures to enhance service quality.
- Conducting calls for service recovery, where each customer complaint resolved by the head office and branches must be re-verified via phone. The goal is to ensure that the complaint has been resolved and to assess customer satisfaction with the service provided. Each day, 20-50 consumers from different branches are contacted, totaling 600 to 1,500 consumers per month. It is expected that 73% or between 438 and 1,095 consumers will respond to the calls. This approach is essential for enhancing service quality and the company's responsiveness to customer needs.
- Creating tickets in the consumer complaint care system, ACI and CC, to record each customer complaint. This process ensures that both branch and head office can follow up and provide explanations regarding issue resolutions. Each day, there are 5-10 complaints from mystery calls or service recovery. This ticketing facilitates effective record-keeping and transparent communication between customers and the company.
- Reviewing and monitoring the FAQ application Adiraku on a weekly basis.

- Managing and providing feedback on positive and negative comments on the Adira Infomedia Play Store platform. On average, there are 23-30 comments, both positive and negative, each day. Each comment is compiled based on the rating provided and the type of feedback, facilitating the evaluation process by the customer care team.

PNBP Sub Sector Minerba Internship, Ministry of Finance Indonesia

Period: 1 December 2023 - 30 January 2024

- Conducting an analysis of 2024 mineral and coal commodity prices using qualitative methods will involve collecting data from reputable journals such as MDPI, ResearchGate, and Google Scholar, as well as official sources like IDX, IMF, World Bank, and Bank Indonesia. This data will then be compared to 2023 prices to calculate the percentage change, offering insights into market trends and factors influencing price fluctuations, and informing policy or risk mitigation strategies.
- Writing a journal titled "*Strategies for Managing Challenges and Opportunities in the Mineral and Coal Commodities Sector*" discussing approaches to addressing price fluctuations, global market policies, and the impact of geopolitics and economic diplomacy. This journal is published by the Institution on *media.kemenkeu.go.id*.
- Serving as the assistant to the Head of the Mineral and Coal Subdivision, responsible for reminding internal and external meeting schedules, preparing meeting links for Zoom and Google Meet, and acting as the minute-taker in every meeting.
- Serving as a committee member for the Canva design training event, which is part of the Satu Kemenkeu skills upgrade program.
- A link to the SIMBARA questionnaire will be created and distributed to the general public. Subsequently, the responses will be compiled, with the results indicating that 81% of respondents provided answers that were responsive and accountable out of a total of 100%. The compiled data will then be submitted to another division for evaluation and system monitoring.

Operations Business Internship, PT Unirama Duta Niaga

Period: 10 July - 22 September 2023

- Monitoring the stock levels available in the warehouse, counting the available quantities, and inputting the data into the *Unirama Warehouse application*.
- Creating a request ticket to the principal for stock delivery to the warehouse with the predetermined quantities.
- Monitoring the delivery schedule of the operational truck fleet, where 18 to 21 trucks deliver products to various partner stores daily, with a total of 800 to 2800 items per day. Additionally, recording the driver's name and the number of loading staff working at the warehouse.
- Preparing delivery notes for the shipments, which will be brought by the warehouse driver to the partner stores.
- Retrieving order data from Gmail, then accumulating the total orders and types of products requested. The order data is forwarded to the operator and branding teams.

On average, 45 to 86 orders are received daily and must be processed on the same day to prevent a backlog, which could delay shipments.

EDUCATION

Bachelor's Degree International Relations, Pertamina University

- GPA : 3.59
- PEM : 14350
- TOEFL : 527

NON-FORMAL EDUCATION

- Training on optimizing marketing content for your business, organized by Gapura Digital, a Google Program, in the year 2021.
- Training on expanding effective business strategies, organized by Gapura Digital, a Google Program, in the year 2020.

ORGANIZATION EXPERIENCE

Mentor, MimpI Movement

February - April 2023

- Instructing junior high school students in the subject of sociology.
- Coordinating class schedules and overseeing student attendance.
- Assisting students with their academic assignments and preparing them for examinations.

Mentor, New Student Orientation Week

September 2022

- Serving as a mentor for new students.
- Teaching and introducing new students to the culture, ethics, and academic environment at Pertamina University.
- Familiarizing new students with the curriculum, procedures for course registration in the *University Information System* (SIUP), and the various academic and non-academic organizations within the university.

Head of Sponsorship, Pertamina University Festival

October 2019

- Responsible for seeking external sponsors for event activities.
- Providing exhibition booth spaces for sponsors in the campus area.
- Communicating with internal and external parties regarding event planning.

Chair of the Coordinator, Innovation Energy

August - October 2019

- Responsible for planning, organizing, and coordinating energy innovation activities in the student activity unit.
- Accountable for managing teams and conducting research and development.
- Overseeing energy innovation projects from concept to implementation.
- Collaborating with external partners, such as industry collaborators, researchers, and relevant institutions.
- Developing strategic plans to advance energy innovation in the student activity unit.
- Aiming to achieve the set goals and objectives.

AWARD AND ACHIEVEMENT

- The participant archery competition on Independence Day organized by Corner Archery Club & Langsa Archery Community in the year 2023.
- The participant of the article writing competition organized by Blogger ID & Loker Jogja Info In the year 2021.
- The participant of the poetry creation competition organized by Pena Perak & Lintang Publishers In the year 2020.
- The participants of the Nasheed and Quranic Recitation Competition organized by BustanulUlum Langsa in the year 2013.
- The recipients of the Sobat Bumi Scholarship form Pertamina Foundation for the year 2020- 2021.

SKILL

Soft skills:

- Time management skills.
- Relationship-building and communication skills.
- Ability to lead a team or group.
- Diplomatic and negotiation skills.

Hard skills:

- Proficient in Microsoft Office.
- Competent in operating WordPress.
- Expertise in Copywriting.
- Risk analysis and assessment skills.
- Familiar with social media marketing strategies.

SUPPORTING DOCUMENT

https://drive.google.com/drive/folders/1ipFiAWVaazGA_ypqTZ7aSTE1eyUN1f8E