

Wahyu Hafid Firobby

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SUMMARY

High Motivate and Dedicated. Had Critical Thoughts. Good on Data Analyst. Good on Ms. Office (Ms.Word, Ms.Excel, Ms.Power Point) Had Good Skills on Presentation, Marketing, Negotiation, & Public Speaking, Good on underpressure work situation, Good on Strict due date working.

EXPERIENCE

*Bank DKI, **Banking Officer***

Jan 2023 - Present

I effectively managed client transactions and provided exceptional service at PT Bank DKI, contributing to the bank's operational success.

- Facilitated the opening and closing of various accounts and loans, ensuring regulatory compliance.
- Developed strong customer relationships through attentive service and support.
- Enhanced operational integrity by maintaining accurate transaction records.

*Traveloka, **Pre-Flight Check***

Jun 2022 - Jan 2023

In my role at Traveloka, I was responsible for ensuring that passengers received timely notifications about flight schedule changes. I meticulously analyzed flight details to confirm compatibility before communicating new arrangements. Additionally, I liaised with airlines to address any issues that arose, ensuring a seamless travel experience for passengers. My experience encompassed managing both domestic and international flights for a diverse range of airlines.

*Bakti BCA, **Teller***

Apr 2021 - Jun 2022

At PT Bank Central Asia Tbk, I excelled in managing customer transactions and promoting banking products. My role involved educating clients about loans and insurance, ensuring they received comprehensive service for their banking needs. I prioritized operational efficiency and customer satisfaction, which fostered a positive environment for clients in Probolinggo, East Java.

*Sekotak Makanku, **Entrepreneur***

Jul 2020 - Jan 2021

- Developed and marketed Taichan Satay products, both offline and online, leveraging platforms like Grabfood & Go-food, enhancing brand visibility and customer reach.
- Managed promotional campaigns on @sekotakmakanku Instagram, increasing customer engagement and sales.
- Coordinated product registration and compliance with online food delivery services, ensuring seamless operations and customer satisfaction.

*Mahameru Jaya Tour&Travel, **Marketing Officer - Internship***

Oct 2019 - Dec 2019

- Developed and implemented marketing strategies targeting companies and schools to promote tour packages.
- Organized and coordinated packed tours, ensuring a seamless experience for tourists.
- Guided tourists to various attractions, enhancing their travel experience and knowledge of local culture.

*Air Asia Travel & Service Center, **Ticketing Agent - Internship***

Sep 2019 - Oct 2019

- Served as a Ticketing Agent for Air Asia, assisting customers with airline ticket purchases.
- Managed office operational tasks, including recording purchases and creating travel packages.
- Ensured a seamless customer experience by providing accurate information and support.
- Developed skills in customer service, sales, and travel logistics within a dynamic startup environment.

*Bromo Green Wisata, **Tour Leader - Internship***

Jan 2019 - Aug 2019

- Guided customers through various tourism attractions, providing insightful explanations and enhancing their experience.
- Addressed customer needs promptly to ensure valuable and enjoyable visits.
- Collaborated with a dedicated team at CV. Bromo Green Wisata to promote tourism in Probolinggo, East Java.

*Cicil Solusi Mitra Teknologi, **Student Ambassador - Freelance***

Aug 2018 - Jan 2019

- Led a team of 6 marketing members across Jakarta, Bandung, and Yogyakarta to enhance brand awareness for Cicil.co.id.

- Actively facilitated personal loan processes for students, ensuring a seamless customer experience.
- Provided strategic insights to improve company services based on direct observations from the university environment.

EDUCATION

Brawijaya University

Tourism Management Diploma • 2017 - 2020

SMAN 4 Kota Probolinggo

Social Major • 2014 - 2017

SKILLS

High Motivate and Dedicated • Had Critical Thoughts • Good on Data Analyst • Good on Ms. Office (Ms.Word, Ms.Excel, Ms.Power Point) • Had Good Skills on Presentation, Marketing, Negotiation, & Public Speaking • Good on underpressure work situation • Good on Strict due date working