

MIFTA SHOLIKHATIN

Customer Service & Sales | Customer Support
Jember, Jawa Timur, 68124
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Customer Service and Sales professional with experience in live selling, customer support, field communication, and digital-based customer interaction. Skilled in handling real-time customer inquiries, supporting sales targets, and maintaining positive customer relationships in fast-paced environments. Communicative, adaptable, and target-oriented.

EDUCATION

UNIVERSITAS JEMBER. HISTORICAL SCIENCE MAJOR

Aug 2019-2025

Current GPA: **3,59/ 4.00**

EXPERIENCES

Live Host, Mavros Indonesia, Jember

May 2025 – Jan 2026

- Handled real-time customer inquiries during live streaming sessions
- Explained products clearly and persuasively to support sales targets
- Managed multiple customer interactions simultaneously
- Built customer trust through effective communication

Live Host I.Case Official Store, Jember

September 2023 – April 2025

- Provided product information and assisted customers during live sales
- Responded to customer questions and objections in real time
- Supported customer engagement and conversion during live sessions

Marketing Ketakasi Kopi (Freelance), Jember

August 2025 – Present

- Promoted products directly to customers
- Communicated product value and offers clearly
- Supported customer acquisition and brand awareness

Surveyor (Freelance) Indonesian Survey Institute (LSI), Malang & Jember

December 2022

- Conducted door-to-door surveys with diverse respondents
- Explained survey objectives clearly and professionally
- Collected accurate data through direct customer interaction
- Maintained professionalism in field communication

Cashier & Frontliner Warkop Cak Kebo, Jember

August 2024 – December 2024

- Processed customer payments accurately
- Provided friendly front desk service
- Maintained transaction records and daily reports

Cashier Somie Restaurant, Jember

February 2018 - March 2019

- Handled customer transactions and orders
- Prepared daily and monthly financial reports
- Assisted customers at the service counter

Junior Digital Trainer & Mentor – Travelxism, Yogyakarta Tourism technology startup delivering the Sustainable Tourism Internship Program (Batch 1) *(August 2021 – January 2022)*

- Assisted customers during travel activities
- Provided information related to schedules and services
- Supported operational and customer handling activities

SKILLS

- Customer Service & Customer Support
- Sales Communication
- Live Chat & Real-Time Interaction
- Complaint Handling
- Field Communication
- Target-Oriented Work
- Adaptability & Teamwork

AVAILABILITY

- Ready to work in shifts and fast-paced environments
- Available to work on weekends
- Available to work on public holidays