Curriculum Vitae
Trisnanda Merdiana

Jember, East Java
(+62) 85885845844
t.merdiana1999@gmail.com

Objective

I am a fresh graduate of the English Language Education who is passionate about Customer Service. I am a person who is communicative, patient, hospitable, and customer oriented. In addition, my colleagues considered me as an individual who is able to work botg individually and in teams, as well as able to work under pressure. I am highly motivated to grow professionally and positively impact your company.

Education

2018 - 2022

Universitas Muhammadiyah, Jember - *Bachelor's degree in English Language Education, 3.68/4.00*

Experience

March 2021

English Teacher (Internship), MTSN 5 Jember

- Taught English for students from every grade of the shcool..
- Developed concent, methods of delivery and learning materials for teaching sessions.
- Performed administrative duties to repott students activities, scores, and progress.
- Supervised the work of students, provide advice on study skills, and help them with learning problems.

November 2021

Jember the City of Cigar Indonesia Festival (JKCI), Jember - *Liaison Officer*

- Ensured guest satisfaction.
- Welcome and greet guest on arrival at the Airport.
- Assisted guest from arrival to depature with transportation.
- Assisted with coordinating all guest functions.
- Provided and informed any informastion related to the events.
- etc.

September 2023

Infomedia Nusantara, Malang - *Telemarketing Call Center Outbound Infomedia*

- Make phone calls to potential customers.
- Explain the product to customers.

- Answer question and calls from customers.
- Input customer data into the system.
- Perform transactions according to parameters when customers are willing to subscribe to products.

Organizational/Committee Experience

2019 - 2020

Excellent English Learner Organization (*English Student Association)* - *Public Relations*

- Fostered good relations with all management and related extern parties.
- Actively conveyed information in the form of short messages or social networks to the management related to organization activities.
- Socialized organizational acitivities to students.
- Built networking between campuses, especially the English departement organizations.

Skill, Interest & Other Experience

- **Skills** : English & Indonesian Communication, Public Speaking, Interpersonal, MS. Office, Leadership, Problem Solving, Teamwork, Management, Teaching, Critical Thinking.
- **Certificate** : TOEFL score 533
- **Interest** : Banking, Relation, Hospitality, Customer Service, Call Center, Education, Psychology, Self-development.