

Adinda Paramita

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Tangerang Selatan Indonesia

Summary

A trustworthy virtual assistant - A flexible and detail oriented customer service - A dedicated and caring teacher.

Education

University Of Indonesia

2004 - 2007

Bachelor of Social Science
Majoring in Mass Communication

University Of Indonesia

2001 - 2004

Diploma of Japanese Literature
Majoring in Japanese literature.

SMUN 28 Jakarta

1999 - 2001

Experience

Individual Client, Malaysia

2012 - 2015

Remote Customer Service

* Phone and texting customer in Indonesia to confirm their order and if there any changes made.

* Handling questions and complaints about the products (follow up to the seller).

* Replying e-mails on Freshdesk.

* Entry data in Google sheets for any changes made also cross check their zip code and follow up with their delivery tracking code.

Individual client, Japan

2015 - 2018

Virtual Assistant

* Acted as VA/Admin/CS for Indonesia e-commerce based online shop (Tokopedia and Buka Lapak).

* Established the shop from zero, including product research, budgeting, products descriptions, pricing, products stock list, packing and sent products also acted as customer service.

* Sent the profit to my employer via paypal etc. All the imported products were sent to my house.

Easy Reader Kemang

2009 - 2012

English Teacher (Deputy Centre Manager)

* Teach reading and writing including grammar and conversation in

English with phonics method for children aged 2.5-10 y.o.

* Make lessons plan. Manage the center as the representative for the director.

MSIG Insurance

2007 - 2008

Marketing Administration Support

* Handling calls from customers, entry data from leasing/finance companies for policies, handling incoming and outgoing faxes, registering policies application, making calculation for insurance premium.

Individual Client

2004 - 2011

Freelance Translator

* Translate movies scripts or DVDs from Indonesia to English (vice versa)

Bee Pre school

2006 - 2007

English Teacher

* Make lesson plan for religion, social, science, computer and art craft subject.

* Teach religion, social, science, computer and art&craft to children aged 2-5 y.o with English as major language.

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Skills

Ms office, web search, customer service, data entry, teaching, administration

Languages

English (good), Japanese (fair)