

**"Curriculum Vitae"**✓ **PERSONAL DATA**

Name : SYAEFUDIN ZUHRI (fuad)  
 Gender : Male  
 Place/Date of Birth : Jakarta, February 18, 1986  
 Marital Status : Single  
 Religion : Islam  
 Address : Jl. May Jend Sutoyo, Cawang III No.15  
 Rt.08 Rw.11,Cawang, Kramat Jati, East Jakarta  
 Phone : 0822-99600565/ 0899-2238000  
 Email : syaefudinzuhri86@gmail.com/  
 syaefudinzuhri@yahoo.com  
 Hobbies : Music and Cooking  
 Height and Weight : 160 cm - 80 kg  
 Tribe/ Nationality : Sundanese, Betawi / Indonesian  
 Motto : Quality, Quantity, Productivity is Priority

✓ **EDUCATION**

2001 - 2004, State Public High School 9 Jakarta, Science

2004 - 2008, Institute of Science and Technology Al-Kamal Jakarta, Chemical Engineering, GPA : 3.26 / 4.00

✓ **ORGANIZATION**

2005 - 2006, Student Executive Board, ISTA Jakarta

2005 - 2007, Student Association of HIMATEKA Department, ISTA Jakarta

2005 - 2008, Student Activity Unit ISLAM AL-KAHFI, ISTA Jakarta

✓ **WORK EXPERIENCE**

PT. Valdo Inc, DKI Jakarta as Helpdesk Anteraja

PT. Vads Indonesia, DKI Jakarta as Contact Center Socmed/ Inbound DANA, Elevenia dan 817 XL Axiata

PT. Mitracomm Ekasarana, DKI Jakarta as Contact Center Blibli.com

PT. Transcosmos Indonesia, DKI Jakarta as Contact Center Halo Suzuki

PT. Ewaysindo Makmur, DKI Jakarta as Customer Service Email MatahariMall.com

PT. YKK ZIPCO INDONESIA, Bekasi - Jawa Barat as Plating & Painting Operational Staff

PT. SMART Tbk, Bekasi - Jawa Barat as Utility Operational Staff

PT .TELEN (TELADAN PRIMA GROUP), Jakarta dan Kalimantan Timur as Mills Operational Staff

PT. PULAU SAMBU GUNTUNG, Indragiri Hilir - Riau as Turbine Analyst

Warung Makaroni ABG, DKI Jakarta as Trader

Pasar Serang Cikarang, Bekasi - West Java as Trader

✓ **JOBDESK****Helpdesk Anteraja**

Responsible for the work of the Anteraja Helpdesk, by following up (follow up) tickets/cases from CS Anteraja to the Staging Leader and Staging Coordinator to get the best solution for customers (Shipper and Receiver) in accordance with Company procedures/provisions, regarding constraints/cases Not yet picked up, Request Cancel, Weight/Volume Difference, Satria Attitude, Delivery Over SLA, ARSS Pickup Problem etc

**Contact Center & Solution Center**

Responsible for contact center work, answering customer questions and providing correct information, providing the best service and solutions to customers, making reports to the team regarding customer constraints/problems so that they can be resolved and get the best solution, in accordance with company procedures/provisions (MatahariMall .com, Elevenia, 817 XL Axiata, Halo Suzuki, Blibli.com, DANA)

**Operational Factory**

Responsible for Factory Operational work such as Production Operations, Raw Water and Wastewater Treatment and Maintain Production Quality, Quality of Raw Water and Wastewater produced, in accordance with company procedures/provisions (PT PULAU SAMBU GUNTUNG, PT TELEN (TELADAN PRIMA GROUP) , PT SMART Tbk, PT YKK ZIPCO INDONESIA)