



# SUPRININGSIH

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Jakarta, Indonesia

## Professional Profile

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A detail-oriented and efficient Administrator with experience in financial administration, data management, and team coordination. Skilled in organising workflows, tracking operational data, and ensuring timely task execution. Able to collaborate across departments and support business operations with structured and accurate reporting. Adaptable to dynamic work environments with a focus on problem-solving and efficiency.

### Key Skills :

- Advanced Spreadsheet Functions (QUERY, IMPORTRANGE, ARRAYFORMULA, VLOOKUP, IFS, INDEX)
- Looker Studio & Data Visualisation
- Data Analysis & Reporting
- Budget & Financial Administration
- Problem-Solving & Process Optimisation
- Stakeholder Communication & Negotiation
- Performance Monitoring & KPI Management
- Operations & Ticketing Management

## Work Experience

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### Maintenance Administrator (Full time) at FITHUB

11/2022 - 05/2025

FITHUB is a premium & affordable gym that provides premium facilities and quality fitness experiences to meet the needs of healthy living and body fitness.

- Integrated and structured **24,000+ annual maintenance responses (12,000 issue reports + 12,000 resolutions)** into a real-time tracking system, enabling precise monitoring of pending/done status by category, team, staff, branch, and period.
- Designed and managed a real-time maintenance dashboard using Spreadsheets and Looker Studio, increasing ticket resolution efficiency from **~50 to ~75 per day** through automation and improved tracking.
- Managed and balanced **IDR 45 million in monthly petty cash transactions**, overseeing administration, verification, and expense tracking, including reimbursements for maintenance staff who purchased spare parts using personal funds.
- Handled **cash advances, reimbursements, and payment request** processing in accordance with financial policies.
- Created and managed **scheduling and shift planning** for a **20+ member maintenance team**, ensuring optimal workforce distribution and adherence to work-hour policies.
- Consolidated and maintained attendance records, including clock-in/clock-out data, leave requests, technician movement logs, and daily branch visit tracking, ensuring accurate workforce monitoring and compliance.
- Developed a technician performance tracking system, enhancing accountability, optimising response times, and improving overall team efficiency.
- Processed and analysed maintenance reports from Customer Experience, Operations, Projects, IT, and key stakeholders, ensuring urgent issues were addressed promptly.
- Prepared and delivered **detailed reports** on a daily, weekly, and monthly basis, covering financial transactions, SLA performance, maintenance issues, overtime analysis, and ticket resolution metrics.
- Optimised issue prioritisation by classifying P0, P1, and P2 tickets, while developing performance dashboards and reports, enabling seamless cross-functional collaboration with Procurement, Projects, Operations, and Finance to align maintenance processes with business objectives.

### **Customer Support Specialist (Full time) at Grab Indonesia**

03/2021 - 03/2022

Grab is Southeast Asia's leading superapp, offering a suite of services consisting of deliveries, mobility, financial services, enterprise and others. Grabbers come from all over the world, and we are united by a common mission: to drive Southeast Asia forward by creating economic empowerment for everyone.

- Providing help and answers up to **50+** drivers' technical issues through identification of the problem itself, research on answers, and subsequent provision of guidance
- Sell new products, inform drivers about special offers, resolve drivers' complaints, and follow-up to ensure driver satisfaction, bridging drivers and internal departments about suggestions from drivers.
- Handle directly account registration admission for restaurants who want to join as a new merchant (partner) and ensure all prerequisite paperwork is complete and accurate.
- Providing learning opportunities including mentorship, guidance, and continuing development opportunities, regularly reviewing and evaluating team members experiences over their employment journey.

**Achievement: Successfully got predicates of "Best Customer Service of The Month in Jabodetabek areas" two times (September 2021 & January 2022).**

### **Sales Specialist (Part time) at Johnson & Johnson**

05/2016 - 08/2016

Johnson & Johnson is the largest and most broadly based healthcare company in the world. We're producing life-changing breakthroughs every day, and have been for the last 130 years.

- Providing accurate information and recommending skincare products based on customer needs and desires
- Sell as much as possible skincare products and maintain positive business relationships to ensure future sales
- Tidy up my booth, ensure racks are fully stocked, and recorded daily sales reports

### **Customer Support Specialist (Part time) at Yoshinoya Indonesia**

01/2016 - 04/2016

Yoshinoya is the first and the largest chain of beef bowl restaurants with over 3000 outlets around the world. The chain was established in Japan in 1899. Its motto is "Tasty, low-priced, and quick".

- Answer incoming calls, give detailed, friendly, and polite service (handle **60+** customers interaction a day)
- Collate source data such as customer names, addresses, phone numbers, orders, and special requests in the computer system
- Sell new products, inform customers about special offers, resolve customer complaints, and follow-up to ensure customer satisfaction

## **Education**

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**Bachelor of Accounting** (GPA 3.25 of 4.00)

2016 - 2020

Azzahra University