



TRESNA PRADANA SANTANA

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Sumedang, West Java

I am a fresh graduate in the field of management who constantly expands my knowledge and experience. I have an interest and experience in administration and service. I am known as an active and hardworking person who likes to collaborate in a diverse environment and I am interested in learning new things, friendly, pleasant, and willing to help. Looking for job opportunities that provide opportunities to develop into a professional career.

Work Experiences

Akademika Edu - Sumedang

Jan 2021 - Present

Academic Student Research Advisor

- Successfully helped more than 50 undergraduate and postgraduate students in completing their final projectsProvide advice and ensure the quality of the final project in accordance with academic standardsProvide understanding regarding the interpretation of statistical data processing

PT Rejeki Berkah Berlimpah Ruah - Bandung

Dec 2021 - May 2022

Customer Care Officer Internship

- Managed to serve more than 50 patients every day and ensure that customers got the best service
- Successfully made more than 30 reservations daily
- Tasked with sending more than 100 reminder messages to patients every day precisely and quickly
- In charge of responding to more than 150 messages related to reservations, customer requests, service products, and complaints
- Responsible for daily cash management with an average income of IDR 15-30 million
- Serve every request, question, and patient complaint effectively and efficiently

Universitas Jenderal Achmad Yani - Cimahi

Nov 2019 - Feb 2021

Tracer Study Staff Internship

- Successfully tracking and tracing more than 200 graduates from Faculty Economics & Business University of Jenderal Achmad Yani
- Perform data analysis and present data into reports

Education Level

Universitas Jenderal Achmad Yani - Cimahi

Sep 2017 - Feb 2021

Bachelor Degree in Management, 3.92/4.00

- Focused on Marketing Management in the service sector and managed to get a graduation of commendation
- Actively participate in various campuses, such as competitions, webinars and skills training workshops

Organisational Experience

Unjani Student English Forum - Cimahi

Sep 2017 - Aug 2019

Member Staff

- Making discussion with various topics in English to improve English language skills

Skills, Project & Achievements

- **Language:** Indonesian & English
- **Hard Skills:** Ms. Word, Ms. Excel, Ms. Powerpoint, Google Workspace, Google Form, Canva, SPSS, Video Editing and Photography
- **Soft Skills:** Communication, Data Analysis Presentation, Critical Thinking, Problem Solving, Decision Making, Team Working
- **Certification** (2021): TOEFL ITP Score 463
- **Achievements** (2020): Top 13 Kompetisi Mahasiswa Nasional Bidang Ilmu Bisnis, Manajemen Dan Keuangan
- **Achievements** (2018): 3rd Winner : The 10th Annual Hult Prize On Campus University of Jenderal Achmad Yani