






Mimi Jamilah

Personal Info

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 Indonesian

Education

- **Bachelor of English Literature (3.75)**
UNISMA University
Sep 2009 - Jan 2013

Skills

Leadership - Expert

Time management - Expert

Adaptability - Expert

Communication - Expert

Creativity - Expert

Teamwork - Expert

Data Analytics - Expert

Microsoft Office - Expert

Google Tools - Expert

Languages

English - Native Speaker

Summary

Results-driven professional with 10 years of comprehensive work experience, complemented by 3 years of management expertise in a mid-level leadership role. Proven track record of driving teams, strategic planning, and delivering results.

Work Experience

Customer Service, Bank Central Asia, INDONESIA

February 2014 - May 2016

- Developed strong customer relations by providing timely and accurate information and solutions to customer inquiries.
- Exceeded customer service expectations by going above and beyond to ensure customer satisfaction.
- Handled customer inquiries via phone, email, and live chat in a professional and courteous manner.
- Demonstrated strong interpersonal skills by building relationships with customers and providing excellent customer service.

Loan Document Specialist, Bank Tabungan Negara (BTN), INDONESIA

August 2016 - November 2017

- Successfully implemented a new internal system to streamline loan document preparation and processing.
- Worked with customers to ensure accurate and timely loan documentation.
- Developed and maintained loan documents to ensure compliance with applicable regulations.
- Utilized various software programs to generate, verify and store loan documents.
- Collaborated with stakeholders to ensure loan documents were properly handled and processed.

Procurement Officer, Bank Tabungan Negara (BTN), INDONESIA

December 2017 - April 2019

- Negotiated cost-saving contracts with numerous vendors and suppliers.
- Developed and maintained relationships with vendors, suppliers, and other procurement stakeholders.
- Managed the purchasing, ordering, and inventory processes to ensure timely delivery of goods and services.
- Utilized vendor performance metrics to ensure best-in-class services and products.

- Monitored the progress of contracts to ensure timely delivery and quality of goods and services.

Sales Representative, Bank Tabungan Negara (BTN), INDONESIA

September 2019 - November 2021

- Build and maintain relationships with existing and potential customers.
- Meet or exceed monthly/quarterly sales targets.
- Develop and maintain in-depth knowledge of products/services.
- Provided exceptional customer service, consistently exceeding customer satisfaction expectations.
- Deliver persuasive presentations and demonstrations.
- Gather market insights and competitor information

Sales Representative Manager, Bank Tabungan Negara (BTN), Jakarta, Indonesia

October 2021 - June 2024

- Recruit, train, and supervise sales representatives.
- Monitored competitive landscape and pricing activity to adjust sales strategy accordingly.
- Develop and execute sales plans to achieve targets.
- Manage sales budgets and expenses.
- Track sales performance, set goals, and provide feedback.
- Develop sales skills and knowledge within the team.

Hobbies

Reading, Listening music and Badminton

Courses

English Course, American Indonesian Institute (B+)

January 2013 - October 2013