



Rafida Hasis Musana

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Jetakkidul, Kec. Wonopringgo, Kab. Pekalongan

Professional Summary

Sharia Economics graduate from IAIN Pekalongan with a GPA of 3.72 and over 3 years of experience as a Call Center Agent in the banking industry. Proven ability to handle customer inquiries professionally, deliver high-quality service, and maintain customer satisfaction. Strong communication, adaptability, and teamwork skills, with a continuous drive for learning and professional development.

Education

Institut Agama Islam Negeri Pekalongan | Bachelor's Degree in Sharia Economics

2016 – 2020

SMA Negeri 1 Kajen | Social Sciences Major

2013 – 2016

Work Experience

Product Engineering Department (PED) Staff (Technical) - PT Hardases Abadi Indonesia (Pou Chen Group Indonesia) – Full Time

August 2025 – Present

- Prepared and developed screen printing based on production requirements and quality standards
- Planned and organized screen production needs according to production schedules and targets
- Edited and processed design files for film output using Adobe Illustrator and CorelDRAW
- Managed and maintained screen-out data while monitoring screen availability for production
- Coordinated with production teams to ensure screen readiness and smooth printing processes
- Conducted quality control checks on screen printing results before and during production
- Identified and resolved technical issues related to screen and film processes
- Assisted in monitoring the assembling process to ensure compliance with standards and specifications
- Participated in shoe sample trials, including evaluation and technical adjustments
- Supported process efficiency by optimizing screen usage and production workflow

Live Streaming Host - RGFashion99 – Part Time

August 2024 – August 2025

- Hosted live streaming sessions to promote women's fashion products
- Delivered product information persuasively, including materials, sizing, and usage
- Engaged directly with audiences, answered questions, and maintained active interaction
- Prepared simple scripts and flow to ensure smooth live sessions
- Supported brand awareness growth during early-stage business development

Bank Sinarmas – PT Human Resources Provider, Tbk – Full Time

June 2021 – July 2024

- Provided accurate information about banking products and services via phone, live chat, and email
- Handled customer inquiries and complaints related to credit cards, savings accounts, and other banking services using a problem-solving approach
- Conducted telemarketing activities to promote and sell banking products and services
- Maintained high standards of customer service and ensured customer satisfaction

Marketing Funding Intern - KSPPS Baiturrahman Bojong – Internship

June 2019 – September 2019

- Promoted and collected funds from members and the community
- Scheduled visits and meetings with prospective clients
- Coordinated and collaborated with third-party partners to support marketing initiatives

Awards & Achievements

Best Call Center Agent – Bank Sinarmas

November 2021, May 2022, August 2022, December 2022, October 2023, March 2024

- Recognized for outstanding performance in customer service, consistently delivering high-quality support
- Achieved perfect score (100/100) in product knowledge and internal procedures exams
- Maintained efficient Average Handling Time (AHT) in line with daily service targets
- Achieved 100% success rate in customer verification processes
- Maintained a consistent “smiling voice”, enhancing customer comfort and satisfaction

Skills

Soft Skills:

- Effective communication and high empathy
- Customer-oriented service with a consistent “smiling voice”
- Problem-solving and analytical thinking
- Teamwork and collaboration
- Time management and adaptability under pressure
- Discipline and responsibility
- Screen Printing Process
- Production Quality Control
- Production & Assembling Monitoring

Hard Skills:

- Microsoft Office (Word, Excel, PowerPoint)
- Spreadsheets and Canva
- Adobe Illustrator
- CorelDRAW
- Ticketing systems & basic CRM
- Banking products and services knowledge

Languages:

- Indonesian – Fluent
- English – Intermediate / Passive

Training & Development

Service Excellence & Personality Development, MLG (Maximum Life Group) | Agustus 2023

- Training on delivering excellent customer service, including communication etiquette, complaint handling, and customer satisfaction
- Personal and professional development training to enhance work professionalism and confidence in serving customers