



MUHAMMAD RIYADUSSHOLIKH

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Jalan Taman Apel VIII No.94, West Jakarta City

Bachelor's degree graduate in Management with experience in data entry, data processing, and administrative support. Proficient in Microsoft Office Suite (Excel, Word, and PowerPoint) and skilled in data analysis using SPSS. Demonstrates strong analytical, organizational, and communication skills, with the ability to work effectively both independently and as part of a team. Gained practical experience in managing and maintaining employee data during an internship, with a strong commitment to accuracy, efficiency, and continuous professional development.

Work Experience

PT. Kokuo Harmonia Indonesia- Jakarta, Indonesia

Sept 2025 – Mar 2026

Customer Service

- Managed client appointments and treatment bookings, ensuring accurate scheduling and efficient coordination.
- Handled client complaints professionally by providing appropriate solutions and maintaining a high level of customer satisfaction.
- Conducted client consultations and recommended suitable treatments based on individual needs and concerns.
- Processed client payments accurately and efficiently while ensuring a smooth and positive customer service experience.

PT. Otten Coffee Indonesia - Jakarta, Indonesia

Dec 2023 – June 2025

Sales Advisor

- Provide education about coffee beans and coffee machines to customers who still do not understand coffee beans and coffee machines
- Offer coffee beans or coffee machines to customers
- Maintain a good relationship with customers
- Provide education on coffee brewing methods to customers

3 Manunggal Ban - Cirebon, Indonesia

Oct 2022 – Dec 2023

Marketing Supervisor

- Make product offers to companies to collaborate
- Make product promotion videos for social media and product promotion brochure
- Help explain the advantages of the service products sold to customers to carry out Cooperation
- Supervise and evaluate team performance regularly
- Provide direction to the team before meeting with customers
- Conduct market research
- Help solve problems faced by team
- Maintain a good relationship with customers

Kantor Jasa Penilai Publik Budi, Edy, Sartono dan Rekan - Cirebon, Indonesia

Jun 2022 - Augs 2022

Surveyor / Field Executor

- Conduct customers asset valuations
- Create sort report and long report of customer asset valuations results

PT Prima Multi Usaha Indonesia Tbk - Cirebon, Indonesia

Jan 2022 - Apr 2022

Merchandiser

- Can do product promotion by installing store screens and posters at retail outlets
- Can do product promotion by branding retail outlets
- Provide new product education to retail outlets

PT Adira Dinamika MultiFinance Tbk - Cirebon, Indonesia

Feb 2021 - May 2021

Admin Staff Intern

- E-filling adira employee documents
- Verify the completeness of new and existing adira employee documents and upload them to the adira portal

Education

Universitas Swadaya Gunung Jati - Cirebon, Indonesia

Aug 2017 - Sep 2021

Bachelor in Manajemen, 3.54/4.00

- Honors: Cumlaude
- Training : Internal Audit Training

Organization Experience

Student Representative Council Faculty of Economics Swadaya Gunung Jati University - Cirebon, Indonesia Feb 2020 - Mar 2021

General Treasurer

- Responsible for all optimal management of the organization's financial expenditure and income
- Make a proof of expenditure and proof of income of the organization's finances in order to know the expenses and income of each activity
- Responsible for making the draft budget for activities
- Conduct financial transparency of the organization's to all members once every 4 months

Student Representative Council Faculty of Economics Swadaya Gunung Jati University - Cirebon, Indonesia Feb 2019 - Feb 2020

General Secretary

- Responsible for all administrative documents of the organization's to ensure optimal performance of the organization's
- Collaborate with commissions and bureaus to support administrative work in each commission and bureaus of the organization's
- Take minutes of minutes of meetings and discussions.

Skills and Certificates

- **Soft Skills:** Analytical Thinking, Critical Thinking, Logical Thinking, Leadership, Team Work, Integrity, Public Speaking
- **Certificate** (2021): Management and Accounting Institute of Swadaya Gunung Jati University – Internal Audit Training
- **Profesional Skills:** Microsoft Office (Excel, Word, Power Point), SPSS

