



JAMITRI UMAR, S.PSI

Bachelor Degree in Psychology

☎ 082111573936 ✉ jamitriumar123@gmail.com

📍 Limo, Depok.

ABOUT ME

I am Jamitri Umar, a Psychology graduate with a strong interest and expertise in Desk Collection. I have solid experience in handling customer accounts, negotiating repayments, and maintaining high recovery rates. My strengths include excellent communication, problem-solving skills, persistence, and the ability to remain calm under pressure. I am highly target-oriented and committed to maintaining professionalism and compliance in all collection activities.

EDUCATION

Bachelor Degree in Psychology

UIN Syarif Hidayatullah Jakarta

2016 – 2023

GPA : 3.18 From 4.00

SKILLS

- Microsoft Office : Proficient
- Communication Skill : Expert
- Leadership Skill : Expert
- Teamwork Skill : Expert
- Problem Solving Skill : Expert
- Lobbying Skill : Expert
- Marketing Skill : Expert

LANGUAGES

- Indonesia : Native
- English : Proficient

WORK EXPERIENCE

Credit Marketing Officer

Jan 2025 – until now

Mega Finance

- Promote and market credit products to potential customers.
- Conduct creditworthiness analysis through data verification and field surveys.
- Prepare and submit credit proposals in accordance with company policies.
- Ensure accuracy and completeness of loan application documents.
- Maintain good relationships with clients to ensure satisfaction and loyalty.
- Monitor loan repayments and assist in handling non-performing loans.
- Contribute to achieving credit disbursement targets and team performance goals.

Desk Collection Officer

Jan – Dec 2024

PT Julio Teknologi Finansial

- Contacted customers to remind and negotiate overdue loan payments.
- Handled inbound and outbound calls in a professional and persuasive manner.
- Maintained accurate records of customer interactions and payment promises.
- Worked towards daily and monthly collection targets.
- Educated customers on repayment terms and provided solutions for repayment issues.
- Reported problematic accounts to the supervisor for further handling.
- Ensured compliance with company policies and financial regulations.

Special Needs Education Teacher – Elementary Level Jul – Dec 2023

Madania School

- Developed and implemented individualized education plans (IEPs) for students with special needs.
- Delivered differentiated instruction tailored to various learning disabilities and developmental conditions.
- Collaborated with classroom teachers, therapists, and parents to support student progress.
- Monitored and documented students' academic, behavioral, and social development.
- Created a safe, inclusive, and engaging learning environment.
- Conducted regular assessments and adjusted teaching strategies as needed.
- Participated in training and workshops to enhance special education strategies.

Marketing Staff

Jan – Jun 2023

Roda Travel I Depok

- Visiting schools and companies to collaborate
- Offer travel packages
- Carry out marketing via social media
- Lobby schools and companies to collaborate
- Travel plan presentation

ORGANIZATION EXPERIENCE

2019 – 2022

Chairman

HMI Ciputat Branch

- Doing MAPERCA 2 times
- Conduct 3 LK 1 (Cadre Training/Cadre Recruitment)
- Won 1 PEMIRA at BEM Psychology UIN Jakarta
- Holding various discussions and seminars for commissariats related to social issues, women's issues and important state issues
- Working on social assistance funds for the earthquake in Palu and communities affected by Covid