

BRIGITA PRAMUDITA WAHYUDANTI

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PROFESSIONAL SUMMARY

Psychology undergraduate with hands-on experience supporting coaching, learning processes, and executive operations in a sports performance and personal branding environment. Strong background in administrative coordination, coaching support, and people-facing roles, with a growing focus on Human Capital, Learning & Development, and performance psychology. Experienced in translating psychological concepts into practical tools, supporting talent development initiatives, and managing multi-stakeholder coordination.

WORKING EXPERIENCE

PT Hype Services Indonesia – Jakarta

Executive Assistant | Personal Branding

Feb 2025 – Present

- Coordinated end-to-end scheduling and administration of coaching sessions, including client communication and session confirmations
- Assisted in adapting and developing coaching worksheets based on MGCP to address individual performance and mental resilience needs
- Supported preparation of coaching materials related to performance psychology, including pressure management and focus improvement
- Collaborated directly with the coach in structuring session materials, reflections, and learning support tools
- Managed administrative documentation, client records, payments, executive calendars, and meeting logistics
- Prepared meeting materials and Minutes of Meeting (MoM) for internal and client meetings
- Supported executive personal branding through content ideation, presentation materials, and coordination with third-party agencies
- Assisted in business community events as Account Executive, supporting coordination and execution

PT Bank Mayapada Internasional, Tbk – Jakarta

Customer Service Representative

Mar 2023 – Feb 2025

- Interact with customers by phone, or in person to provide information about products and services, process orders, handle account inquiries, and resolve complaints.
- Maintain accurate records of customer interactions, issues, and actions taken to ensure proper follow-up and resolution.
- Coordinate with other departments to address customer needs and implement necessary changes or adjustments.
- Use computer systems and related software to input customer data, manage transactions, and update account information.
- Operate effectively in a fast-paced environment that requires multitasking, time

management, and consistent communication with customers.

- Support customer satisfaction efforts and build positive, long-term relationships by delivering responsive and solution-oriented service.
- Successfully coordinated cross-functional teams to deliver projects on time and within budget, utilizing strong communication skills to ensure alignment and collaboration

PT Bank Central Asia, Tbk – Jakarta

Teller

Mar 2020 – Mar 2023

- Receive and process cash or check deposits and withdrawals for customers in financial institutions.
- Verify the accuracy of deposit slips, payment records, customer signatures, written and numerical amounts, and account balances before completing transactions.
- Enter customer transactions into computer systems, issue receipts, and maintain accurate transaction records.
- Count and balance cash drawers at the beginning and end of each shift to ensure accuracy between cash on hand and recorded transactions.
- Sort and prepare cash, coins, and checks for deposit or transfer to other branches or central banks.
- Handle special transactions such as cashier's checks, loan payments, or deposits according to bank policies.
- Provide high-quality customer service by responding to inquiries, resolving transaction issues, and maintaining positive relationships with clients.

EDUCATION

Universitas Mercu Buana, Jakarta — B.A. Psychology (in progress, exp. 2026)

SKILLS

Core Competencies: Communication & Coordination; Talent & People Development Support; Organizational & Administrative Management; Strategic Branding & Employer Positioning; Confidentiality & Professionalism; Analytical & Research Skills.

Technical Skills: MS Office (Word, Excel, PowerPoint); Google Workspace (Docs, Sheets, Slides); Canva; Email (Gmail, Outlook), Capcut.

Psychological Inventory Tests: DISC; MBTI; Papikostik.

Languages: English

PUBLICATIONS

"Social Media Specialist in the Millennial Era"

Buletin K-PIN, 26 September 2022.

<https://buletin.k-pin.org/index.php/arsip-artikel/1122-social-media-specialist-di-era-milenial>