

AMARANGGANA SAFIRA PUTRI

Grogol Petamburan, Jakarta Barat • 085845732837 • amarangganasafira838@gmail.com
Linkedin: Amaranggana Safira Putri

SUMMARY

I am a Psychology graduate with a strong foundation in human behavior and communication, and nearly two year of professional experience as a Content Moderator in the e-commerce industry. During this role, I was responsible for reviewing and moderating more than 1,000 pieces of user-generated content per day, consistently maintaining a 99% accuracy rate in line with company standards. I successfully met KPI targets every month by applying strong attention to detail, critical thinking, and adherence to policies and guidelines. My background in Psychology equips me with analytical and interpersonal skills, while my work experience demonstrates my ability to work under pressure, both independently and within a team. I am a hardworking, adaptable, and eager to learn professional seeking to contribute my expertise in content analysis, policy enforcement, and user safety to support the growth and integrity of online platforms.

WORK EXPERIENCE

Jul 2024 - Mar 2026

Customer Expert, Teleperformance Indonesia

- Reviewed and moderated over 1,000 pieces of user-generated content daily to ensure compliance with platform policies and guidelines.
- Ensured user safety by identifying and removing harmful or inappropriate content, maintaining a 99% accuracy rate.
- Utilized moderation tools and workflows effectively to meet company standards and achieve monthly KPIs.
- Reported content trends and provided feedback to support continuous improvement of moderation policies.
- Collaborated with team members and quality analysts to ensure consistency and efficiency in decision-making.

ORGANIZATIONAL EXPERIENCE

Consumption Division, Makrab Psychology

2023

- Provided and Managed food for the event.
- Distributed meals to participants during the program.
- Supported enhance interaction, teamwork, and communication among students across batches.

Event Division, Gema Cup Tournament

2020

- Planning for potensial scenarios that could impact the integrity of the event.
- Planning event details and aspects, including seating, dining and guests

VOLUNTEER

- Marshal-Mandiri Jogja Marathon
- Ambassador Squad Game Indonesia

2023

EDUCATION

Bachelor of Psychology, GPA 3,75

2019 - 2024

Universitas Walisongo Semarang

SKILLS

- Ability to operate Microsoft Office
- Proficiency in Bahasa and English
- Managerial and teamwork skills
- Logical and creative thinking skills
- Dicipline and responsible

Yth
Departement Human Resources,

Respectfully, My name is Amaranggana. I am twenty-four years old. I have a background in Psychology at one of the Universities in Semarang, graduating at September 2024. With my educational and experience background, I am confident that my qualification and skills could make significant contributions to the company. I am a person who can work well as part of a team and on my own. I am also hardworking, and eager to learn.

Im is a Content Moderator with almost 1 years of experience in e-commerce moderation. Proficient in moderation tools and relevant guidelines/policies. Reviewed and moderated over 1,000 pieces of user-generated content daily, maintaining a 99% accuracy rate in line with company standards.

Successfully achieved the company's accuracy target of 99% and obtained KPIs every month. Seeking to leverage expertise in content analysis, policy enforcement, and user safety to enhance online community standards and user experience at 99%.

Along with this letter I attach a Curriculum Vitae, Letter of Employment, and ID Card as a detail of qualifications that can be taken into consideration by you. Thus I make this application letter. I hope that we can discuss further regarding this position.

Best Regards,
Amaranggana Safira Putri



Jakarta, 13 April 2026

SURAT KETERANGAN KERJA

TPL2026/IV/466/HR

PT. Telemarketing Indonesia dengan ini menerangkan:

Nama : **Amaranggana Safira Putri**
NIK : 5623327
Nomor KTP : 3374134604010002

adalah karyawan di perusahaan kami dari tanggal **29 Juli 2024** sampai **1 April 2026** dengan posisi terakhir sebagai **Customer Expert**.

Selama masa kerja, yang bersangkutan menunjukkan dedikasinya terhadap pekerjaan dengan Sangat Baik.

Demikian surat ini dikeluarkan untuk dipergunakan sebagaimana mestinya.

CERTIFICATE OF EMPLOYMENT

TPL2026/IV/466/HR

PT. Telemarketing Indonesia is hereby certifies that:

Name : **Amaranggana Safira Putri**
Ident : 5623327
ID Number : 3374134604010002

was an employee of our company from **July 29, 2024** until **April 1, 2026** with last position as **Customer Expert**.

His/her dedication to the job was Satisfactory during the working period.

This letter is issued to be used properly as required.

Hormat Kami



Mochamad Elias Zachry
Human Resource Manager

PROVINSI DAERAH ISTIMEWA YOGYAKARTA
KABUPATEN SLEMAN

NIK : 3374134604010002

Nama : AMARANGGANA SAFIRA PUTRI
DAHANA
Tempat/Tgl Lahir : SEMARANG, 06-04-2001
Jenis kelamin : PEREMPUAN Gol. Darah : A
Alamat : KADISOKA
RT/RW : 004/002
Kel/Desa : PURWOMARTANI
Kecamatan : KALASAN
Agama : ISLAM
Status Perkawinan: BELUM KAWIN
Pekerjaan : PELAJAR/MAHASISWA
Kewarganegaraan: WNI
Berlaku Hingga : SEUMUR HIDUP



SLEMAN
01-09-2023

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