



Oci Rossiana Br Sinaga

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Adaptable and results-driven professional with a background in Psychology and proven experience across HR operations, bancassurance, and client management. Proficient in managing end-to-end administration, optimizing operational workflows, and delivering strong customer-facing solutions. Possesses advanced English proficiency (EF SET C1) and AAJI licensing, equipped to drive operational efficiency and positive client engagement across diverse industries

Education

Bachelor of Psychology (S1)	Universitas Prima Indonesia	2025 - Present
Vocational High School in Pharmacy	SMK Abdurrah	2020-2023

Professional Experience

BCA life - Senior Financial Advisor (2025 - July 2026)

- Identified and analyzed customer financial needs to deliver customized insurance protection and wealth management solutions.
- Collaborated effectively with internal banking teams to optimize lead generation and referral workflows.
- Delivered high-quality customer service, from initial product presentations and policy submissions to facilitating claims processes.

CV Golf Nusantara - Human Resources & Supervisor (2024 - 2025)

- Managed end-to-end employee administration, including attendance tracking, database maintenance, and employment contract documentation.
- Supervised and coordinated daily staff operations to ensure strict alignment with company standard operating procedures (SOP).
- Handled customer inquiries and managed client relations professionally to ensure high satisfaction and smooth daily business operations.

Skills

- Core Skills: Customer Relationship Management (CRM), Financial Advisory, Human Resource Administration, Team Supervision, Client Handling, Operations Management.
- Languages: Indonesian (Native), English (EF SET English Certificate C1 Advanced)
- Soft Skills: Interpersonal Communication, Problem Solving, Analytical Thinking, Adaptability, Time Management.
- Tools & Software: Microsoft Office (Word, Excel, PowerPoint), Google Workspace.

Certification

- Asosiasi Asuransi Jiwa Indonesia (AAJI) License — Lisensi Tenaga Pemasar Asuransi Jiwa
- EF SET English Certificate (C1 Advanced — EF Standard English Test
- Professional Competency Certification (Asisten Apoteker) — Badan Nasional Sertifikasi Profesi (BNSP)
- Computer Literacy Certification — Homely Kursus