

OCI ROSSIANA BR SINAGA

☎ +62 82288479922

✉ ocirossianabrsinaga@gmail.com

🌐 Oci Rossiana



PROFESSIONAL SUMMARY

Experienced professional with a solid background in HR administration, operational supervision, marketing, and client management. Skilled at overseeing daily team workflows, managing end-to-end employee administrative tasks, and executing targeted marketing strategies to strengthen client engagement. A clear communicator with advanced English proficiency, adept at tackling operational challenges and adapting quickly to dynamic working environments.

EDUCATION

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

PROFESSIONAL EXPERIENCE

BCA Life | Senior Financial Advisor (2025 - July 2026)

- Provided tailored financial and insurance solutions by assessing client profiles and collaborating with internal banking teams for lead generation.
- Managed the complete client lifecycle, overseeing policy submissions, consultations, and claim processes with high customer satisfaction.

CV Golf Nusantara | Human Resources & Supervisor (2024 – 2025)

- Supervised daily staff operations and SOP compliance while resolving operational issues to maintain high service standards.
- Managed end-to-end HR administration, including employee databases, attendance tracking, and employment documentation.

Various Enterprises | Marketing Specialist / Representative (2021 - 2024)

- Executed targeted marketing campaigns and analyzed customer trends to expand brand reach and market presence.
- Handled direct client negotiations and consultations, building long-term business relationships to drive engagement.

SKILLS & CERTIFICATIONS

- **Core Competencies** : HR Administration, Team Supervision, Marketing Strategy, Client Relationship Management, Operations Management.
- **Certifications** :
 - Life Insurance Agent License | AAJI (Asosiasi Asuransi Jiwa Indonesia)
 - English Proficiency | EF SET (C1 Advanced)
 - Professional Competency Certification (Assistant Pharmacist) | BNSP
 - Computer Literacy Certification | Homely Course
- **Languages** : Indonesian (Native), English (Advanced - C1)
- **Tools & Software** : Microsoft Office (Word, Excel, PowerPoint), Google Workspace, CRM (Mekari/Odoo/etc)

