

TEGUH SURYA PRATAMA

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SUMMARY

Bachelor of Management graduate from the University of Riau with a GPA of 3.84. Administrative and customer service professional with 2+ years of experience in data management, document control, customer service, and operational support. Experienced in handling administrative processes, maintaining data accuracy, preparing reports, and coordinating with multiple stakeholders. Proficient in Microsoft Office and committed to delivering accurate and efficient administrative support.

EDUCATION

Bachelor of Management, University of Riau 2018-2022

- GPA: 3.84

WORK EXPERIENCES

Administrative Support Staff (National Economic Council of Indonesia) 2025 - Present

- Coordinated administrative support for council meetings, including scheduling, invitations, and documentation.
- Managed meeting logistics and participant coordination to ensure smooth execution of official sessions.
- Prepared meeting minutes and follow-up reports for internal stakeholders.
- Maintained systematic archiving and distribution of official documents.

Membership Staff (BPJS Kesehatan) 2023 - 2025

- Managed membership administration, data updates, and participant records while ensuring compliance with organizational standards.
- Maintained data accuracy and quality with a 90% achievement rate.
- Followed up on data matching results/feedback from Head Office.
- Handled data cleansing processes.
- Followed up on PBPU/PPU participant registrations that had not yet been registered.
- Provided face-to-face services such as new registrations, segment transfers, and data updates.

Intern at the Credit Division (PT Bank Riau Kepri) 2021

- Performed administrative tasks related to credit customers.
- Checked, verified, and validated documents required for credit applications.
- Participated in field visits to meet customers and introduce banking products.

ORGANIZATION EXPERIENCES

Secretary of the Advocacy Division (Management Student Association) 2019-2020

- Managed administrative documentation, including incoming and outgoing correspondence and compiled daily administrative reports and supported internal organizational operations.

Member of the Research Division (Institute for Scientific Research and Information) 2018-2019

- Conducted discussions and analyses on current issues and emerging topics and developed skills in academic research and scientific paper writing.

TRAINING AND SEMINARS

Frontliner Technical Guidance (BPJS Kesehatan)	2025
• Improved the ability to serve both in terms of communication and problem solving when handling a complaint.	
Act With Ownership, Serve With Confidence (Bagja)	2025
• Enhanced empathy and confidence when dealing with customers.	
Serving with Heart: Spiritual Workplace for Frontliners (Bagja)	2025
• Gained insights on meaningful service and building purpose in work.	
Servant Personality for Service Excellence (P2SDM)	2024
• Developed strong service-oriented character.	
Elevating Frontliner Emotional Intelligence for Service Excellence (Coachade)	2024
• Learned practical emotional management skills in real service situations.	
Riau International Conference on Economic, Business and Accounting (University of Riau).	2024
• Served as a speaker in a forum that discussed topics related to the global economy.	

SKILLS

Language	:Indonesian (Native), English (Intermediate Working Proficiency),Malay (Conversational).
Software	:Microsoft Word, Microsoft Excel (Pivot Table, VLOOKUP, HLOOKUP, Data Processing), Microsoft PowerPoint, Canva, CapCut.
Hard Skills	:Administrative Support, Data Entry, Data Verification, Records Management, Document Control, Report Preparation, Meeting Administration, Minutes of Meeting (MoM), Customer Service, Data Analysis, Document Archiving.
Soft Skills	: Communication, Teamwork, Problem Solving, Leadership and Time Management.