

MUHAMMAD FAUZAN PUTRA

COMMUNITY MANAGEMENT SPECIALIST

Kota Bekasi, Jawa Barat | +6281912480403 | fauzan.putra99@gmail.com | linkedin.com/in/muhammad-fauzan-putra

Community Management Specialist with 3+ years of experience building stakeholder relationships, managing communities, and executing engagement initiatives within the technology and F&B industries. Experienced in planning online and offline community programs, facilitating educational sessions, gathering customer insights, and collaborating with cross-functional teams to improve customer experience and drive product adoption. Passionate about creating meaningful engagement, strengthening relationships, and supporting business growth through effective communication and community-focused strategies.

EDUCATION

Jenderal Soedirman University

September 2013 - November 2018

Bachelor of Fisheries

- GPA 3.14 out of 4.00
 - Staff Human Resources Departemen of HIMANERA (Student Association of Aquatic Resource Management)
 - Lead Resources and Development Departemen of Student Activity Unit ARTERIS (Art Education Fisheries and Marine Sciences)
-

PROFESSIONAL EXPERIENCE

PT Grab Teknologi Indonesia

September 2025 - July 2026

Tele Incubation

- Contacted up to 100 newly onboarded merchants daily to ensure understanding of operational standards, product features, and platform policies.
- Built strong merchant relationships by providing consultation and resolving operational inquiries.
- Conducted consultative soft-selling by recommending relevant products and promotional features based on merchants' business needs.
- Identified merchant needs and recommend suitable solutions to improve operational efficiency.

PT Grab Teknologi Indonesia

March 2024 - August 2025

Engagement Support Coordinator

- Hosted 30+ merchant livestream sessions, educating merchants on platform features and promotional campaigns.
- Organized community events with 60+ attendees and collaborated with cross-functional teams to increase product adoption.
- Managed communities of 1,500+ merchants across Greater Jakarta, improving engagement through structured communication plans.
- Compiled merchant feedback and escalated product issues, contributing to service improvements.

PT Grab Teknologi Indonesia

February 2023 - February 2024

Field Support & Merchant Engagement Activity

- Promoted to Merchant Engagement Activity within 10 months
- Supported small- to medium-scale events by provided on-site operational support to merchants during events.
- Assisted merchants in resolving payment and operational issues to ensure smooth business operations.
- Collaborated with internal teams to execute operational projects and merchant support initiatives.
- Visited merchant partners to communicate campaigns and provide operational guidance.
- Built positive relationships with merchants through responsive customer service and problem resolution

Kabab Cafe

October 2020 - February 2021

Barista

- Recommended menu items based on customer preferences to improve satisfaction and sales.
- Maintained product quality, cleanliness, and stock availability throughout daily operations.
- Followed food safety, hygiene, and store operational standards.
- Supported daily store operations in a fast-paced environment.

Barista

- Delivered excellent customer service by understanding customer preferences and recommending suitable beverages.
 - Increased sales through effective upselling and cross-selling techniques.
 - Assisted with opening and closing store procedures, including daily operational preparation.
 - Ensured store cleanliness, food safety, and compliance with operational standards.
 - Developed two signature beverages (*Chilling Touch* and *Pinna La'Crema*) that expanded the menu offerings.
 - Maintained and monitored stock availability to support daily operations
 - Resolved customer concerns professionally to maintain a positive customer experience.
-

SKILLS**Core Competencies**

Community Management, Community Engagement, Customer Relationship Management (CRM), Customer Engagement, Customer Experience (CX), Event Coordination & Community Activation, Customer Support & Issue Resolution, Product Education & Adoption.

Soft Skills

- Communication & Complaint Handling
- Service Oriented
- Adaptability
- Teamwork
- Conflict Resolution
- Time Management

Tools

- Microsoft Excel (Pivot Table, VLOOKUP/XLOOKUP, Basic Formulas)
- Google Sheets
- Google Docs
- Google Slides